



WISMILAK



# Memastikan Komitmen

Ensuring Commitment

2019  
Laporan Keberlanjutan  
Sustainability Report

PT Wismilak Inti Makmur Tbk

## Memastikan Komitmen Ensuring Commitment

PT Wismilak Inti Makmur Tbk (Wismilak) memulai perjalanan baru dengan menunjukkan komitmen untuk mendukung Tujuan Pembangunan Berkelanjutan. Komitmen ini diawali dengan inisiasi pemahaman atas pembangunan berkelanjutan dan peran Wismilak dalam mewujudkannya. Untuk itu, Wismilak membentuk Tim Keberlanjutan yang akan menjadi dasar bagi implementasi kegiatan keberlanjutan di Wismilak selaku Entitas Induk beserta semua Entitas Anak.

PT Wismilak Inti Makmur Tbk (Wismilak) embarks on a new journey by showing commitment to supporting the Sustainable Development Goals. This commitment begins with the initiation of sustainable development awareness and Wismilak's role towards it. Accordingly, Wismilak formed the Sustainability Team which will become the core for the implementation of sustainability supporting activities at Wismilak, as the Parent Entity and all its Subsidiaries.

### Sanggahan dan Batasan Tanggung Jawab

Laporan Keberlanjutan ini diterbitkan oleh PT Wismilak Inti Makmur Tbk atau selanjutnya disebut "Wismilak", yang menjalankan usaha di bidang produksi dan pemasaran rokok kretek premium. Laporan ini memuat pernyataan posisi keuangan dan hasil operasi, serta proyeksi, rencana, strategi, kebijakan, dan tujuan Perseroan, yang digolongkan sebagai pernyataan ke depan dalam pelaksanaan peraturan perundang-undangan yang berlaku, kecuali hal-hal yang bersifat historis. Pernyataan-pernyataan tersebut memiliki prospek risiko, ketidakpastian, serta dapat mengakibatkan perkembangan aktual secara material berbeda dari yang dilaporkan.

Pernyataan-pernyataan prospektif dalam laporan ini dibuat berdasarkan berbagai asumsi mengenai kondisi terkini dan kondisi mendatang, serta lingkungan bisnis, di mana Perseroan menjalankan kegiatan usaha. Perseroan tidak menjamin bahwa dokumen-dokumen yang telah dipastikan keabsahannya akan membawa hasil-hasil tertentu sesuai harapan.

### Disclaimer

This Sustainability Report is published by PT Wismilak Inti Makmur Tbk, hereinafter referred to as "Wismilak", that runs business in the production and marketing of premium rolled cigarettes. This report contains financial conditions, operations results, as well as projections, plans, strategies, policies and the Company's objectives, which are classified as forward-looking statements in the implementation of the applicable laws, excluding historical matters. Such forward-looking statements are subject to known and unknown risks (prospective), uncertainties, and other factors that could cause actual results to differ materially from expected results.

Prospective statements in this report are prepared based on numerous assumptions concerning current conditions and future events, as well as the business environment where the Company conducts business. The Company shall have no obligation to guarantee that all the valid documents presented will bring specific results as expected.



**WISMILAK**

Memastikan Komitmen  
Ensuring Commitment



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# Ikhtisar Kinerja Keberlanjutan

## Sustainability Performance Highlights



### Aspek Ekonomi

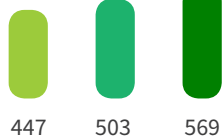
#### Economic Aspect

2019 2018 2017

#### Kuantitas Produksi

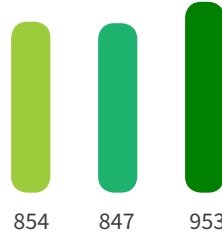
##### Production Quantity

Produksi Sigaret Kretek Tangan (SKT)  
Hand-Rolled Kretek (SKT) Production



#### Juta batang Million cigarettes

Produksi Sigaret Kretek Mesin (SKM)  
Machine-Made Kretek (SKM) Production



#### Volume Penjualan

##### Sales Volume

Sigaret Kretek Tangan (SKT)  
Hand-Rolled Kretek (SKT)



#### Juta batang Million cigarettes

Sigaret Kretek Mesin (SKM)  
Machine-Made Kretek



#### Penjualan

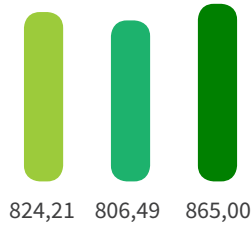
##### Sales

Sigaret Kretek Tangan (SKT)  
Hand-Rolled Kretek (SKT)



#### Rp miliar Billions of Rupiah

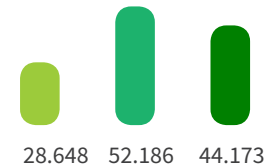
Sigaret Kretek Mesin (SKM)  
Machine-Made Kretek (SKM)



#### Labu Usaha

##### Operating Income

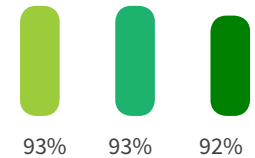
Rp juta Millions of Rupiah



#### Pemasok Lokal Penyedia Bahan Baku dan Bahan Pembantu

##### Local Vendor Supplying Raw and Supporting Material

Local Vendor Supplying Raw and Supporting Material



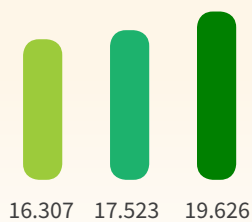
### Aspek Lingkungan Hidup

#### Environmental Aspect

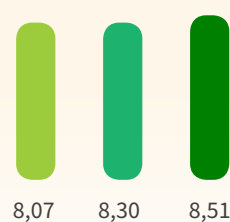
2019 2018 2017

#### Aspek Lingkungan Hidup | Environmental Aspect

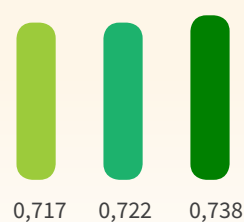
Penggunaan Energi (GJ)  
Energy consumption (GJ)



Intensitas Energi (GJ/Ton)  
Energy Intensity (GJ/Ton)



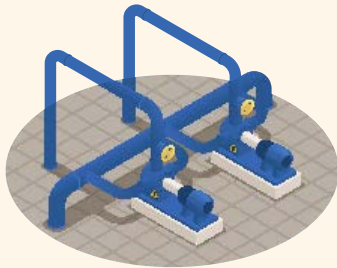
Intensitas Emisi (Ton CO<sub>2</sub> eq /Ton)  
Emissions Intensity (Ton CO<sub>2</sub> eq /Ton)



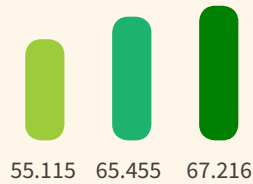


## Aspek Lingkungan Hidup Environmental Aspect

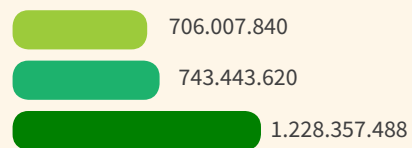
2019 2018 2017



Penggunaan air (m<sup>3</sup>)  
Water consumption (m<sup>3</sup>)



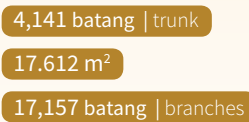
Biaya lingkungan hidup (Rupiah)  
Environmental cost (Rupiah)



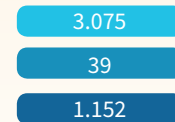
### Pelestarian Keanekaragaman Hayati | Biodiversity Conservation



Penanaman pohon  
Tree planting



Pengurangan emisi CO<sub>2</sub>  
per tahun (Ton)  
CO<sub>2</sub> emission reduction  
per year (Ton)



- Pohon Trees
- Semak Bushes
- Perdu Shrubs



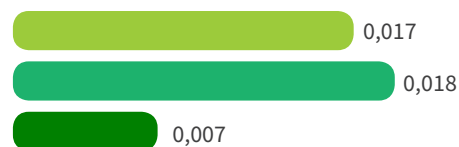
## Aspek Sosial Social Aspect

2019 2018 2017

Jumlah jam kerja selamat (Jam)  
Total safe man-hours (Hours)



Waktu kerja yang hilang (LTI) (%)  
Lost Time Injury (LTI) rate (%)



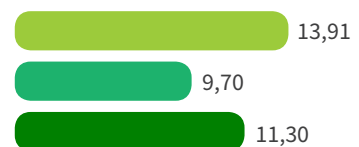
Rata-rata jam pelatihan per karyawan per tahun (Jam)  
Average of training hours per employee per year (Hours)



Persentase tenaga kerja lokal (%)  
Percentage of local manpower (%)



Pendanaan pada WISMILAK BERBAGI (Rp Miliar)  
Funding on WISMILAK BERBAGI (Billions of Rupiah)



## Penjelasan Direksi

### Statement from the Board of Directors [102-14]



Pemangku kepentingan yang terhormat,

Atas nama jajaran Direksi, dengan hormat saya menyampaikan Laporan Keberlanjutan kami untuk periode tahun 2019.

Wismilak menyusun Laporan Keberlanjutan tahun 2019 sebagai laporan pertama kami. Kami mengangkat tema “Memastikan Komitmen” sebagai gambaran utama dari upaya kami mendukung kinerja keberlanjutan. Memastikan komitmen menggambarkan bahwa Laporan Keberlanjutan ini merupakan salah satu bentuk langkah Perseroan untuk semakin memperbaiki komitmennya terhadap kinerja keberlanjutan di masa kini dan mendatang. Komitmen dalam menyusun Laporan Keberlanjutan juga berarti bahwa kami telah memastikan informasi yang tertulis pada laporan ini disusun sesuai dengan Peraturan Otoritas Jasa Keuangan (POJK) No. 51/POJK.03/2017, dan standar yang dikeluarkan oleh Global Sustainability Standard Board (GSSB) yaitu Standar Global Reporting Initiative (GRI).

Dear Respected Stakeholders,

On behalf of the entire Board of Directors, I would like to present our Sustainability Report for the period of 2019.

Wismilak prepared the Sustainability Report of Year 2019 as the first report. We raise the theme “Ensuring Commitment” as the main vision of our efforts in supporting sustainability performance. Ensuring commitment represents that this Sustainability Report is one of the Company’s actions to further improve its commitment towards present and future sustainability performance. The commitment to preparing Sustainability Report also implies that extensive efforts have been made to ensure the information written in this report was prepared in accordance with the Financial Services Authority Regulation (POJK) No. 51/POJK.03/2017, and the standard issued by the Global Sustainability Standard Board (GSSB), namely the Global Reporting Initiative Standard (GRI).

Komitmen kami dalam menerapkan keberlanjutan, tidak hanya melaporkan kinerja namun juga terus meningkatkan kapasitas internal serta inisiatif-inisiatif keberlanjutan dalam rencana kerja Perseroan. Upaya ini merupakan bentuk tanggung jawab kami untuk memberikan kinerja terbaik kami bagi pelanggan, karyawan, masyarakat, dan pemangku kepentingan lainnya. "Memastikan Komitmen" juga berarti bahwa Wismilak senantiasa mempertahankan dan meningkatkan kinerja baik kami, sehingga kami terus mampu memberi nilai tambah dan memberi kembali kepada masyarakat. Seluruh upaya Wismilak dalam mewujudkan komitmen ini kami rangkum pada Laporan Keberlanjutan pertama ini.

### Kebijakan Merespon Tantangan

Bagi Wismilak, keberlanjutan merupakan landasan kuat yang mampu mendorong kompetensi Perseroan dan penciptaan nilai lebih secara konsisten. Landasan kuat ini harus didukung oleh kinerja aspek ekonomi, sosial, dan lingkungan yang dapat terwujud dengan baik melalui kerja keras terintegrasi oleh berbagai pihak di dalam dan luar Perseroan. Wismilak berkomitmen untuk mewujudkan keberlanjutan sebagai landasan yang kuat.

Pada tahun 2019, Wismilak membentuk Tim Keberlanjutan Wismilak sebagai bentuk penerapan komitmen pembangunan berkelanjutan di Perseroan. Tim Keberlanjutan Wismilak memiliki fungsi untuk menerapkan praktik-praktik keberlanjutan. Inisiatif ini melibatkan seluruh jajaran karyawan lintas divisi, agar penerapan keberlanjutan Wismilak dapat terlaksana secara menyeluruh. Selain itu, Wismilak juga mempersiapkan proyek Wismilak's *Sustainability Journey* yang merupakan upaya kami untuk menanamkan pemahaman terkait pembangunan berkelanjutan kepada seluruh Insan Wismilak.

Wismilak menyadari bahwa penerapan kinerja keberlanjutan tidak terlepas dari berbagai tantangan internal maupun eksternal. Persaingan pasar, kondisi ekonomi makro dan mikro, serta pengembangan teknologi merupakan beberapa potensi tantangan yang kami identifikasi sebagai perusahaan industri hasil tembakau. Selain itu, regulasi ketat terkait pemasaran produk hasil tembakau juga menjadi perhatian

Our commitment in sustainability implementation, not merely submitted sustainability performance, but also continuously improving internal capabilities, as well as sustainability initiatives in the Company's work plan. This effort is a manifestation of responsibility to give the best performance for our customers, employees, society, and other stakeholders. "Ensuring Commitment" also envisions that Wismilak maintains and improves the excellent performance consistently. This is done to ensure the Company's ability to keep adding value and giving back to the community. We summarize all of Wismilak's efforts to realize this commitment in this first Sustainability Report.

### Policy in Responding Challenges

Sustainability is the strong foundation for Wismilak to consistently improve the Company's competence and continue creating added value. This strong foundation must be supported by excellent economic, social, and environmental performance through integrated hard work by various internal and external stakeholders. Wismilak is committed to realizing sustainability as a strong foundation.

In 2019, Wismilak formed Wismilak Sustainability Team as its commitment towards implementing sustainable development in the Company. The Wismilak Sustainability Team as the driver of sustainable practices implementation. This initiative involves all levels of employees across divisions in order to carry out Wismilak's sustainability implementation comprehensively. In addition, Wismilak is also preparing the Wismilak's Sustainability Journey project to increase the understanding of sustainable development in all Wismilak employees.

Wismilak realizes that the implementation of sustainability performance is inseparable from various internal and external challenges. Market competition, macro and micro economic conditions, and technological development are some of the potential challenges that we identify as a company in the tobacco products industry. Additionally, strict regulations related to tobacco products marketing are also our main concern. The



utama kami untuk senantiasa mematuhi ketentuan yang ada sekaligus terus berkomitmen untuk menjalankan usaha sesuai strategi keberlanjutan kami.

Keberlanjutan usaha yang sukses dapat diwujudkan melalui keberanian kami untuk menciptakan peluang selama kami terus bekerja keras dan memiliki kemauan untuk mempelajari hal-hal baru. Melalui semangat ini, kami senantiasa merespon tantangan yang ada dengan berbagai inisiatif sesuai praktik terbaik dan prinsip-prinsip keberlanjutan. Setiap tahunnya, kami melaksanakan program riset dan pengembangan yang mendukung penciptaan peluang pertumbuhan organik bagi Wismilak di tahun-tahun mendatang. Riset dan pengembangan dilaksanakan terhadap kualitas produk agar mematuhi ketentuan yang berlaku, inovasi produk, hingga inisiatif program efisiensi energi pada kegiatan operasional.

### Penerapan Kinerja Keberlanjutan

Sepanjang tahun 2019, Wismilak telah mencatatkan laba komprehensif yang meningkat 22,3% dari tahun 2018 atau sebesar Rp33,2 miliar. Wismilak juga berhasil meraih penjualan bersih hingga Rp1.393,6 miliar di tahun ini, salah satunya didukung oleh peningkatan penjualan Sigaret Kretek Mesin (SKM) pada tahun 2019 senilai Rp824,21 miliar.

Wismilak memperoleh persetujuan dari Menteri Keuangan untuk mengubah kawasan produksi dan penjualan *filter* Wismilak menjadi Kawasan Berikat. Kondisi ini membuat Wismilak memperoleh fasilitas perpajakan dan kepabeanan, sehingga harga produk kami dapat lebih bersaing di pasar internasional. Kinerja ekonomi Wismilak yang berjalan baik mampu membantu Perseroan untuk melaksanakan kinerja keberlanjutannya dengan lancar, yakni melalui pembiayaan berbagai program yang mendukung pembangunan berkelanjutan.

Dari segi sosial, Wismilak berhasil merealisasikan tanggung jawab sosial terhadap karyawan maupun masyarakat. Kami terus mengoptimalkan penerapan Kesehatan dan Keselamatan Kerja (K3) bagi karyawan. Pada tahun 2019, kami mencatatkan jumlah jam kerja selamat sebesar 4.692.935 jam. Di tahun yang sama, PT Gelora Djaja memperoleh penghargaan dari Pemerintah Provinsi Jawa Timur atas prestasi 7.881.632 Jam

Company always complies with the applicable regulations while keeping our commitment to running business according to our sustainability strategy.

Successful business sustainability can be realized through our courage to create opportunities while working hard and willingly learn new things. Through this spirit, we always respond to existing challenges with various initiatives of best practices and based on sustainability principles. Every year, we carry out research and development programs to stimulate organic growth opportunities for Wismilak in the upcoming years. Research and development is carried out on product quality to ensure compliance with applicable regulations, product innovation, and energy efficiency program initiatives in the operational activities.

### Sustainability Performance Implementation

Throughout 2019, Wismilak recorded a total of Rp33.2 billion comprehensive income which increased by 22.3% from 2018. Wismilak also managed to achieve net sales of Rp1,393.6 billion for the year, supported by an increase in sales of Machine-Made Kretek (SKM) valued at Rp824.21 billion in 2019.

Wismilak has also received approval from the Minister of Finance since the beginning of 2019 to change Wismilak's area of filter production and sales as a Bonded Zone area. Thus, Wismilak will receive facilities for taxation and customs, so that the Company's product pricing will be more competitive in the international market. Wismilak excellent economic performance will be able to support the Company in implementing sustainability performance through the financing of various programs that promote sustainable development.

From the social aspect, Wismilak has succeeded in realizing its social responsibility towards employees and society. We continue to optimize the implementation of Occupational Health and Safety (OHS) for employees. In 2019, we recorded a total safe man-hours of 4,692,935 hours. In the same year, PT Gelora Djaja received an award from the East Java Provincial Government for the achievement in reaching 7,881,632 of

Kerja Orang (JKO) tanpa kecelakaan kerja, terhitung sejak 1 November 2013 hingga 31 Oktober 2018. Di sisi lain, kami juga merealisasikan rata-rata 6,7 jam pelatihan per karyawan per tahun, serta memberikan kesempatan bekerja bagi 44% tenaga kerja lokal dibandingkan total karyawan.

Pada kinerja tanggung jawab sosial kepada masyarakat, Wismilak telah merealisasikan program Wismilak BERBAGI sesuai dengan target dan rencana kami. Kami juga merealisasikan pendanaan pada WISMILAK BERBAGI sebesar Rp13,91 miliar rupiah. Salah satu program unggulan Wismilak BERBAGI, yakni Diplomat Success Challenge (DSC) juga diselenggarakan di tahun kesepuluh. Program ini bermanfaat untuk memperkuat ekosistem kewirausahaan Indonesia dan mendorong peningkatan perekonomian nasional.

Kinerja keberlanjutan Perseroan juga ditunjukkan dalam berbagai inisiatif kami dalam efisiensi penggunaan energi, pengolahan limbah, dan pengendalian emisi yang dapat mengurangi dampak buruk dari kegiatan kami terhadap lingkungan hidup. Wismilak berhasil mencapai target perbaikan kinerja lingkungan, salah satunya dengan mencapai penurunan konsumsi energi sebesar 7% dibanding tahun 2018. Kami juga berhasil mencatatkan penurunan intensitas energi sebanyak 0,23 GJ/Ton menjadi 8,07 GJ/Ton di tahun 2019, serta penurunan intensitas emisi menjadi 0,717 Ton CO<sub>2</sub> eq/Ton dibandingkan tahun sebelumnya yang tercatat 0,722 Ton CO<sub>2</sub> eq/Ton. Kami juga menghitung pengurangan emisi CO<sub>2</sub> dari penanaman 4.141 batang pohon lebih dari 3.075 ton per tahun. Selain melalui pembaharuan teknologi untuk mencapai target pengurangan energi, limbah, dan emisi, semangat peduli lingkungan juga senantiasa ditanamkan kepada seluruh karyawan kami dalam kegiatan sehari-harinya di lingkungan perusahaan.

## Strategi Pencapaian Target

Menanggapi berbagai tantangan yang ada, Wismilak telah mempersiapkan berbagai strategi yang dilaksanakan oleh Tim Keberlanjutan Wismilak, sehingga kami dapat lebih fokus untuk mencapai target kinerja keberlanjutan sekaligus tetap menjaga keberlangsungan usaha kami. Kami percaya bahwa di setiap tantangan usaha selalu ada peluang dan prospek

man hour without work accident, starting from November 1, 2013 to October 31, 2018. On the other hand, we also realize an average of 6.7 hours of training per employee per year, and provide employment opportunities for 44% of local employees compared to total employees.

In terms of corporate social responsibility to the community, Wismilak has realized the Wismilak BERBAGI program according to the related target and planning. We also has realized a total Rp13.91 billion funding on WISMILAK BERBAGI. Diplomat Success Challenge (DSC) was also held in its tenth year as one of the flagship programs of Wismilak BERBAGI. This program aims to contribute to strengthening the entrepreneurship ecosystem in Indonesia and improving the national economy.

The Company's sustainability performance is also reflected through various initiatives in energy consumption efficiency, waste management, and emission control which might reduce the negative impact of our activities towards the environment. Wismilak managed to achieve environmental performance improvement targets, such as a 7% reduction of energy consumption compared to 2018. We also succeeded to record a decrease in energy intensity of 0.23 GJ/Ton to 8.07 GJ/Ton in 2019, as well as a decrease in emission intensity to 0.717 Ton CO<sub>2</sub> eq/Ton compared to the previous year which recorded 0.722 Ton CO<sub>2</sub> eq/Ton. We also calculated the reduction in CO<sub>2</sub> emissions from planting 4,141 trees over 3,075 tonnes per year. Apart from technological development to achieve the target of reducing energy, waste, and emissions, the spirit of environmental awareness is also continuously instilled in all our employees through the Company's daily activities.

## Target Achievement Strategy

Responding to various existing challenges, Wismilak has prepared various strategies that will be implemented by the Wismilak Sustainability Team thus increasing the Company's focus to achieve sustainability performance targets while maintaining the business. We believe that in every business challenge there are always opportunities and prospects. We have identified better

usaha. Kami melihat adanya peluang pertumbuhan yang lebih baik, sebab tren kenaikan harga rokok dapat memunculkan gelombang segmen konsumen baru.

Melihat peluang pertumbuhan ini, kami terus berinovasi dan mengembangkan bisnis melalui peningkatan kualitas produk, penerapan pemasaran yang cermat, penguatan saluran distribusi, serta tidak melupakan inisiatif kinerja dan sosial kami. Melalui strategi ini, kami yakin dapat menjaga keberlanjutan usaha, sehingga Wismilak dapat bertahan dan mendapatkan sumber daya lebih untuk mendorong kinerja aspek keberlanjutan di masa-masa mendatang.

Kami mengucapkan terima kasih atas dukungan dan kerja keras dari para pemangku kepentingan untuk mewujudkan pencapaian visi, misi, dan target kami dalam mengelola kinerja keberlanjutan Perseroan. Wismilak semakin memantapkan langkah untuk memberikan kinerja terbaik demi mendukung keberlanjutan.

growth opportunities as the rising trend in cigarette prices could generate segments of new consumers.

By identifying this growth opportunity, we continue to innovate and develop business through improving product quality, concise marketing implementation, strengthening distribution channels, and keeping up the Company's performance and social initiatives. We are confident with the Company's ability to maintain business sustainability through these strategies, thus Wismilak will become resilient and able to access more resources to improve the sustainability performance in the future.

We express our highest gratitude for the support and hard work of all stakeholders in achieving the Company's vision, mission, and targets in sustainability performance. Wismilak will further strengthens the moves to deliver the best performance in supporting sustainability.

Jakarta, Agustus 2020  
Jakarta, August 2020

**Ronald Walla**  
Direktur Utama  
President Director



## Tentang Laporan Keberlanjutan About Sustainability Report

Laporan Keberlanjutan tahun 2019 ini merupakan laporan kinerja keberlanjutan pertama yang diterbitkan oleh PT Wismilak Inti Makmur Tbk atau 'Wismilak'. Laporan ini mencakup informasi untuk periode 1 Januari hingga 31 Desember 2019, dengan beberapa data disajikan selama tiga tahun, yaitu 2018 dan 2017 untuk menggambarkan kinerja. Selanjutnya, Wismilak akan menerbitkan laporan keberlanjutan setiap tahun. Laporan ini disusun sesuai dengan Peraturan Otoritas Jasa Keuangan (POJK) No. 51/POJK.03/2017, dan standar yang dikeluarkan oleh Global Sustainability Standard Board (GSSB) yaitu Standar Global Reporting Initiative (GRI) yang mengacu pada opsi inti. [102-49] [102-50] [102-51] [102-52] [102-54]

Pelaporan dan pengaduan (termasuk aspek sosial dan lingkungan): [102-53]

This 2019 Sustainability Report is the first sustainability performance report published by PT Wismilak Inti Makmur Tbk or 'Wismilak'. This report includes information for the period of 1 January until 31 December 2019, while some data are being presented from the previous two years, namely 2018 and 2017, to highlight performance. Moreover, Wismilak will continue to publish a sustainability report every year. This report was prepared in accordance with the Financial Services Authority Regulation (POJK) No. 51/POJK.03/2017, and the standard issued by the Global Sustainability Standard Board (GSSB) namely the Global Reporting Initiative Standard (GRI) which refers to the core options. [102-49] [102-50] [102-51] [102-52] [102-54]

Disclosure and complaints (including social and environmental aspect): [102-53]



PT Wismilak Inti Makmur Tbk  
**Tim Keberlanjutan Wismilak**  
Wismilak Sustainability Team

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## Penentuan Isi dan Kualitas Laporan

[102-46] [102-56]

Wismilak telah melibatkan pihak manajemen, Tim Keberlanjutan, tim penyusunan laporan keberlanjutan, dan pengamat independen untuk menentukan topik material, batasan topik, dan isi laporan. Pelibatan pihak-pihak tersebut dilakukan melalui beberapa kali diskusi terkait topik POJK No.51/POJK.03/2017 dan Standar GRI.

Proses penentuan topik material mengacu pada prinsip pelibatan pemangku kepentingan, konteks keberlanjutan, materialitas, dan kelengkapan. Sementara itu, kualitas isi laporan memenuhi prinsip keseimbangan, komparabilitas, akurasi, ketepatan waktu, kejelasan, dan keandalan.

Laporan ini belum diverifikasi maupun dilakukan penjaminan (*assurance*) oleh pihak eksternal independen. Namun demikian, manajemen, kontributor data, serta Tim Keberlanjutan Wismilak memastikan kualitas isi laporan melalui sumber data yang relevan dan dapat dipertanggungjawabkan, serta penyajian informasi sesuai prinsip-prinsip keberlanjutan. Lebih lanjut, pembuatan laporan ini telah diketahui dan disetujui oleh Direksi.

## Lingkup Pelaporan [102-45]

Laporan Keberlanjutan ini menyajikan informasi terkait kinerja ekonomi, ketenagakerjaan, tata kelola, serta kegiatan tanggung jawab sosial dan lingkungan. Data keuangan dan karyawan merupakan data konsolidasi dari Entitas Induk yaitu PT Wismilak Inti Makmur Tbk dan Entitas Anak, PT Gelora Djaja dan PT Gawih Jaya. Adapun data dan informasi tenaga kerja lokal, praktik pengadaan, dan kinerja lingkungan dalam organisasi merupakan informasi yang berasal dari PT Gelora Djaja sebagai Entitas Anak yang mengelola kegiatan proses produksi utama Perseroan.

## Topik Material dan Batasan Pengaruh

[102-46] [102-47]

Topik material merupakan isu penting yang mendapat perhatian dari pemangku kepentingan dan oleh karenanya digunakan untuk membantu pengambilan keputusan. Topik ini dikelola oleh Perseroan dan menjadi prioritas dalam melakukan usaha, serta mendukung pencapaian Tujuan Pembangunan Berkelanjutan (TPB).

## Determining Contents and Report Quality

[102-46] [102-56]

Wismilak has involved the management team, the Sustainability Team, the sustainability report preparation team, and independent observers to determine material topics, topic boundaries and report content. The involvement of these parties was carried out through several discussions regarding POJK No.51/POJK.03/2017 and GRI Standards.

The process of determining material topics was carried out with reference to the principle of stakeholder engagement, sustainability context, materiality, and completeness. Meanwhile, the quality of the report content conformed to the principles of balance, comparability, accuracy, timeliness, clarity and reliability.

This report has not been verified nor has been assured by external independent services. However, management, data contributors, and Wismilak Sustainability Team ensures the quality of the report content and through relevant and accountable data sources, as well as the information are comply with the principles of sustainability. Furthermore, this report making was known and approved by the Board of Director.

## Scope of Reporting [102-45]

This Sustainability Report provides information regarding economic performance, employment, governance, and social and environmental responsibility activities. Financial statements and employment data are consolidated from the Parent Entity, PT Wismilak Inti Makmur Tbk and Subsidiaries, PT Gelora Djaja and PT Gawih Jaya. The data and information on local employees, procurement practices, and environmental performance within the organization are sourced from PT Gelora Djaja as the Subsidiary that manages the Company's main production process activities.

## Material Topics and Boundaries of Impact

[102-46] [102-47]

Material topics are important issues and greatly concerned by the stakeholders. Therefore they are considered in every decision related to the report content. These topics are managed by the Company and become priority in doing business, as well as supporting the achievement of the Sustainable Development Goals (SDGs).

## Topik Material, Isu Keberlanjutan, dan Pengaruh pada Pemangku Kepentingan Material Topics, Sustainability Issues, and Impact to the Stakeholder

Topik Material Material Topic	Isu Keberlanjutan Sustainability Issues	Pemangku Kepentingan Internal Internal Stakeholder	Pemangku Kepentingan Eksternal External Stakeholder
Kinerja Ekonomi Economic Performance	<p>Memperhatikan pertumbuhan kinerja ekonomi Perseroan dan distribusi manfaatnya kepada pemangku kepentingan terkait.</p> <p>Observing the growth of the Company's economic performance and distributing its benefits to related stakeholders.</p>	<p>Pemegang saham, karyawan</p> <p>Shareholder, employee</p>	<p>Masyarakat, pemerintah, media, pemasok</p> <p>Community, government, media, supplier</p>
Praktik Pengadaan Procurement Practices	<p>Perseroan mengutamakan pengadaan barang dan jasa lokal untuk keperluan produksi dan operasional, sehingga kualitas barang dan jasa tetap terjamin serta mendorong distribusi manfaat ekonomi.</p> <p>Prioritizing local service and goods procurement for production and operational necessities, so that the quality of goods and services is guaranteed as well as promoting distribution of economic benefits.</p>	<p>Karyawan, pemegang saham</p> <p>Employee, shareholder</p>	<p>Mitra kerja, masyarakat</p> <p>Business partner, community</p>
Masyarakat Lokal Local Community	<p>Perseroan melibatkan masyarakat lokal dalam kegiatan operasi, yakni melalui perekrutan tenaga kerja lokal sesuai dengan kebutuhan dan kapabilitas SDM, untuk mendorong pertumbuhan ekonomi daerah.</p> <p>Engaging local community in operational activities through the recruitment of local workers according to the needs and qualification to encourage local economic growth.</p>	<p>Karyawan</p> <p>Employee</p>	<p>Masyarakat, pemerintah</p> <p>Community, government,</p>
Kesehatan dan Keselamatan Kerja Occupational Health and Safety	<p>Perseroan berkomitmen untuk menciptakan lingkungan kerja yang aman bagi seluruh Insan Wismilak dan mencegah terjadinya kecelakaan kerja.</p> <p>Committing to create safe working environment for all Wismilak employees and prevent work accident.</p>	<p>Karyawan</p> <p>Employee</p>	<p>Pemerintah, media, mitra kerja</p> <p>Government, media, business partner</p>
Pendidikan dan Pelatihan Education and Training	<p>Memberikan kesempatan setara dan mendorong pengembangan kemampuan karyawan di berbagai aspek demi menunjang kinerja karyawan.</p> <p>Providing equal opportunities and encouraging skills development in various aspects for employees to support their performance.</p>	<p>Karyawan</p> <p>Employee</p>	<p>Masyarakat, pemerintah, media</p> <p>Community, government, media</p>
Pemasaran dan Pelabelan Marketing and Labeling	<p>Memenuhi kepatuhan pada peraturan dan kebijakan, serta menyediakan informasi produk bagi pemangku kepentingan.</p> <p>Complying to applicable laws and regulations, as well as providing product information for stakeholders.</p>	<p>Karyawan, pemegang saham</p> <p>Employee, shareholder</p>	<p>Masyarakat, konsumen, pemerintah, mitra kerja</p> <p>Community, consumer, government, business partner</p>

Topik Material Material Topic	Isu Keberlanjutan Sustainability Issues	Pemangku Kepentingan Internal Internal Stakeholder	Pemangku Kepentingan Eksternal External Stakeholder
<p>Kesehatan dan Keselamatan Konsumen</p> <p>Consumer Health and Safety</p>	<p>Memastikan kualitas produk yang diterima pelanggan sudah sesuai standar dan permintaan pasar, serta memastikan freshness produk.</p> <p>Ensuring the quality of product received by consumers to comply with applicable standards and market demands, as well as ensuring product freshness.</p>	<p>Karyawan</p> <p>Employee</p>	<p>Konsumen, masyarakat, mitra kerja</p> <p>Consumer, community, business partner</p>
<p>Energi</p> <p>Energy</p>	<p>Menciptakan dan melaksanakan berbagai inovasi untuk efisiensi energi dalam rangka mendukung kepedulian terhadap lingkungan dan mendorong efektivitas produksi.</p> <p>Creating and implementing various innovations for energy efficiency in order to raise environmental awareness and encourage production effectiveness.</p>	<p>Karyawan, pemegang saham</p> <p>Employee, shareholder</p>	<p>Masyarakat, pemerintah, mitra kerja</p> <p>Community, government, business partner</p>



## Strategi Keberlanjutan dan Dukungan Terhadap Tujuan Pembangunan Berkelanjutan

### Sustainability Strategies and Support Towards Sustainable Development Goals

Tahun 2019 merupakan tahun pertama bagi Wismilak untuk melaporkan kinerja keberlanjutannya. Meski demikian, Wismilak telah menerapkan strategi keberlanjutan dalam setiap kegiatan Perseroan sebagaimana tercantum dalam Visi, Misi, dan Nilai perusahaan. Wismilak akan terus berusaha mengintegrasikan aspek sosial dan lingkungan dalam strategi bisnis Perseroan, serta merespon tantangan global.

Wismilak menyadari bahwa keberlanjutan hanya bisa diraih melalui kerja sama dengan para pemangku kepentingan, serta pelaksanaan tanggung jawab dan komitmen terhadap lingkungan dan masyarakat. Strategi keberlanjutan Wismilak ini sejalan dengan prinsip 5P, yakni manusia, lingkungan, kesejahteraan, perdamaian, dan kemitraan (*people, planet, prosperity, peace, dan partnership*). Strategi ini juga menjadi salah satu upaya Perseroan untuk mendukung tercapainya Tujuan Pembangunan Berkelanjutan (TPB) di Indonesia.

2019 is the first year of sustainability performance reporting for Wismilak. However, Wismilak has implemented sustainability strategies in every activity of the Company as stated in the Company's vision, mission, and values. Wismilak will continue the effort to integrate social and environmental aspects with the Company's business strategy, as well as responding to global challenges.






Wismilak recognizes that sustainability is achievable through collaboration with the stakeholders and implementation of responsibility and commitment towards the environment and community. Wismilak sustainable strategies are in line with 5P principles, namely people, planet, prosperity, peace, and partnership. These strategies are manifestation of the Company's commitment to support the achievement of Sustainable Development Goals (SDGs) in Indonesia.











## Dukungan Terhadap Tujuan Pembangunan Berkelanjutan

### Support towards Sustainable Development Goals

 <p>3 GOOD HEALTH AND WELL-BEING</p>	 <p>4 QUALITY EDUCATION</p>	 <p>8 DECENT WORK AND ECONOMIC GROWTH</p>	 <p>10 REDUCED INEQUALITIES</p>	 <p>13 CLIMATE ACTION</p>	 <p>16 PEACE, JUSTICE AND STRONG INSTITUTIONS</p>
<p>Penerapan prinsip dan manajemen Kesehatan dan Keselamatan Kerja (K3)</p> <p>Application of the principles and management of Occupational Health and Safety (OHS)</p>	<p>Melakukan inisiasi pendalaman <i>Sustainable Development</i> melalui proyek Wismilak's <i>Sustainability Journey</i></p> <p>Initiative to elaborate <i>Sustainable Development</i> through Wismilak's <i>Sustainability Journey</i> project</p>	<p>Mengutamakan kemitraan dengan pemasok lokal untuk mendukung inklusi ekonomi lokal</p> <p>Prioritizing partnership with local vendors to support an inclusive local economy</p>	<p>Memberikan kesempatan yang sama bagi seluruh karyawan untuk berkarir dan mengembangkan kompetensi di Wismilak tanpa membedakan gender</p> <p>Provide equal opportunities for all employees to have careers and develop competency at Wismilak regardless of gender</p>	<p>Penurunan penggunaan energi 7% dan jumlah absolut dari inisiatif efisiensi energi 30%, sehingga akan berdampak pada reduksi emisi</p> <p>Decrease in energy consumption as much as 7% and absolute number from energy efficiency initiatives as much as 30%, to encourage impact on emission reduction</p>	<p>Memiliki kebijakan Antikorupsi</p> <p>Availability of anti-corruption policy</p>
<p>Aspek Keselamatan:</p> <ul style="list-style-type: none"> <li>Memiliki program pelatihan dan simulasi tanggap darurat yang dilakukan secara berkala</li> <li>Program <i>safety induction</i> (program induksi keselamatan untuk karyawan baru, kontraktor dan tamu)</li> <li>Program audit keselamatan (cek alat pemadam, cek lingkungan kerja dan aktifitas)</li> <li>Program <i>work permit</i> untuk aktifitas/kegiatan yang berisiko tinggi</li> <li>Program <i>safety riding</i></li> <li>Program sertifikasi tenaga ahli K3</li> </ul> <p>Safety Aspects:</p> <ul style="list-style-type: none"> <li>Having a regular emergency response training and simulation program</li> <li>Safety induction program (safety induction program for new employees, contractors and guests)</li> <li>Safety audit program (check extinguishers, check work environment and activities)</li> <li>Work permit program for high-risk activities</li> <li>Safety riding program</li> <li>OHS expert personnel certification program</li> </ul>	<p>Mengikuti kegiatan peningkatan kompetensi berupa pendidikan, lokakarya, maupun seminar secara berkala pada bidang keberlanjutan</p> <p>Regular participation in competency development activities such as education, workshops, and seminar in the field of sustainability</p>	<p>Realisasi pemenuhan kebutuhan utama produksi berasal dari pemasok lokal mencapai 93%</p> <p>93% realization of production main necessities come from local vendor</p>	<p>Wismilak mempekerjakan tenaga kerja lokal</p> <p>Recruitment of local workers</p>	<p>Inisiatif efisiensi energi mulai dari himbauan hemat energi, penggantian lampu dengan lampu ramah lingkungan, hingga penggunaan sistem pada mesin produksi yang lebih ramah lingkungan (sistem SPHT sebagai pengganti <i>Shrinkage Tunnel</i>)</p> <p>Energy efficiency initiatives, such as a call to save energy, eco-friendly light bulbs, and eco-friendly system on production machines (SPHT system to replace <i>Shrinkage Tunnel</i>)</p>	<p><i>Whistleblowing system</i> berjalan optimal</p> <p>Optimum implementation of whistleblowing system</p>

 <p>3 GOOD HEALTH AND WELL-BEING</p>	 <p>4 QUALITY EDUCATION</p>	 <p>8 DECENT WORK AND ECONOMIC GROWTH</p>	 <p>10 REDUCED INEQUALITIES</p>	 <p>13 CLIMATE ACTION</p>	 <p>16 PEACE, JUSTICE AND STRONG INSTITUTIONS</p>
<p>Aspek Kesehatan:</p> <ul style="list-style-type: none"> <li>• <i>Monitoring</i> kesehatan karyawan secara berkala</li> <li>• Pemberian suplemen untuk karyawan yang berisiko tinggi</li> <li>• Program edukasi kesehatan</li> <li>• Program <i>health care facility</i> (fasilitas cuci tangan, <i>hand sanitizer</i>, sterilisasi dengan disinfektan, penyediaan vitamin, dan APD)</li> </ul> <p>Health Aspects:</p> <ul style="list-style-type: none"> <li>• Employee health monitoring regularly</li> <li>• Provide a supplement for employee with high-risk job</li> <li>• Health education program</li> <li>• Health care facility program (hand washing facilities, hand-sanitizer, sterilization with disinfectants, provision of vitamins, and PPE)</li> </ul>	<p>Dalam WISMILAK BERBAGI terdapat pilar Peduli Pendidikan yang membantu meningkatkan kapasitas pendidikan anak</p> <p>Caring for Education pillar in WISMILAK BERBAGI which supports the educational capacity improvement of the children</p>	<p>Mengadakan pelatihan dan pendidikan setiap tahun dengan realisasi 20.345 jam dan diikuti oleh 3.036 karyawan</p> <p>Conduct annual training and education with 20,345 hours and participation by 3,036 employees</p>	<p>Seluruh karyawan (100%), baik laki-laki maupun perempuan mendapatkan remunerasi di atas standar remunerasi minimum kota</p> <p>All employees (100%), male and female, receive remuneration above the regional remuneration minimum standard</p>	<p>Pengendalian emisi yang bersinergi dengan efisiensi energi sehingga Wismilak mencatat pengurangan emisi sebesar 177 ton CO<sub>2</sub> ekuivalen per tahun</p> <p>Synergy of emission control and energy efficiency that caused emission reduction as much as 177 ton CO<sub>2</sub> equivalent per year</p>	<p>Wismilak tidak memiliki kasus benturan kepentingan selama 2019</p> <p>Zero case of conflict interest in 2019</p>
<p><i>Contingency plan:</i></p> <ul style="list-style-type: none"> <li>• Sertifikasi ahli K3</li> <li>• Sertifikasi petugas P3K</li> <li>• <i>Safety sign</i> dan tempat titik kumpul atau jalur evakuasi</li> <li>• Pembentukan tim HSE Representatif</li> <li>• <i>Safety regulation</i> (SOP &amp; instruksi kerja)</li> <li>• Program tindakan perbaikan (<i>corrective action</i>)</li> </ul> <p>Contingency plan:</p> <ul style="list-style-type: none"> <li>• OHS expert certification</li> <li>• Certification of first aid officers</li> <li>• Safety sign and place of meeting point or evacuation route</li> <li>• Forming HSE Representative team</li> <li>• Safety regulation (SOP &amp; work instruction)</li> <li>• Corrective action program</li> </ul>	<p>Memberi karyawan peluang untuk meningkatkan kapasitas melalui program pelatihan sesuai kebutuhan mereka</p> <p>Provide employees an opportunities to improve their capacity through training as their needs</p>	<p>Dalam pilar Peduli Wirausaha, program Diplomat Success Challenge telah menjangkau 48.633 proposal usaha dan memberikan 15 miliar modal usaha kepada wirausahawan di Indonesia</p> <p>Diplomat Success Challenge program in Caring for Entrepreneurship pillar has reached 48,633 proposals and provide 15 billion venture capital to entrepreneurs all across Indonesia</p>	<p>Dalam pilar Peduli Wirausaha, program Diplomat Success Challenge telah menjangkau 48.633 proposal usaha dan memberikan 15 miliar modal usaha kepada wirausahawan di Indonesia</p> <p>Diplomat Success Challenge program in Caring for Entrepreneurship pillar has reached 48,633 proposals and provide 15 billion venture capital to entrepreneurs all across Indonesia</p>	<p>Inisiatif reduksi emisi diterapkan mulai dari menggunakan pencahayaan alami, himbauan menggunakan sepeda, hingga mengganti bahan bakar <i>boiler</i> dari solar ke gas alam cair</p> <p>Implementation of emission reduction initiative starting from natural lighting, call to bike to work, and changing boiler fuel from diesel to liquefied natural gas</p>	<p>Memiliki Kode Etik yang mengatur etika dalam bisnis, termasuk persaingan secara sehat dan menghindari praktik monopoli pasar</p> <p>Availability of Code of Ethics that regulates ethics in business, including fair competition and avoiding market monopolistic practices</p>

 <p>3 GOOD HEALTH AND WELL-BEING</p>	 <p>4 QUALITY EDUCATION</p>	 <p>8 DECENT WORK AND ECONOMIC GROWTH</p>	 <p>10 REDUCED INEQUALITIES</p>	 <p>13 CLIMATE ACTION</p>	 <p>16 PEACE, JUSTICE AND STRONG INSTITUTIONS</p>
<p>Memiliki Program Nutrisi Sehat Taman Belajar Anak Tangerang Selatan agar mendapatkan asupan gizi berkualitas secara tercukupi</p> <p>Nutrisi Sehat Taman Belajar Anak Tangerang (Healthy Nutrition in South Tangerang Learning Park) program to ensure adequate and quality nutrition</p>					<p>Patuh pada peraturan terkait pemasaran, pelabelan, tanggung jawab konsumen, pelestarian lingkungan, dan lainnya</p> <p>Compliance to applicable regulations on marketing, labeling, consumer responsibility, environment preservation and others</p>



### Tantangan dalam Penerapan Aspek Keberlanjutan

Upaya Wismilak dalam menerapkan aspek keberlanjutan dalam bisnis tidak terlepas dari berbagai tantangan internal dan eksternal. Sebagai industri padat karya dan tersebar di beberapa wilayah, jumlah karyawan merupakan tantangan tersendiri bagi Perseroan. Besarnya jumlah karyawan membutuhkan sistem pemantauan keselamatan dan kesehatan kerja yang lebih kompeten untuk memastikan karyawan bekerja di lingkungan yang aman dan nyaman. Kegiatan bisnis dan operasional dalam skala besar juga tidak terhindar dari besarnya konsumsi energi dan oleh karenanya, kami terus berupaya untuk dapat melaksanakan kegiatan produksi yang efisien.

Tantangan dalam penerapan aspek keberlanjutan lainnya, antara lain terkait kesejahteraan dan kesehatan konsumen. Tantangan ini mendorong kami untuk terus berinovasi dalam menghasilkan produk, adaptasi metode pemasaran, dan pendekatan kepada konsumen, serta mematuhi peraturan dan perundang-undangan yang berlaku. Kemasan produk kami pun telah dilengkapi dengan keterangan peringatan bahaya kesehatan sebagai informasi kepada konsumen dan masyarakat umum.

### Challenges in the Implementation of Sustainability Aspects

Wismilak's efforts in implementing sustainability aspects in business are inseparable from various internal and external challenges. As a labor-intensive industry with a diverse operational region, the number of employees is a unique challenge for the Company. The large number of employees requires an extensive occupational health and safety monitoring system to ensure a safe and comfortable environment for the employees to work in. Business and operational activities on a large scale also require large amounts of energy consumption. Therefore, we strive to be able to carry out efficient production activities.

The challenges in implementing the sustainability aspect among other is issues related to the welfare and health of consumers. This challenge encourages us to keep innovating in product development, marketing methods adaptation, consumers approach, as well as compliance with applicable rules and regulations. Our product packaging has also been equipped with health warning information to inform consumers and the general public.

## Profil Singkat Profile Brief

PT Wismilak Inti Makmur Tbk (Wismilak) merupakan perusahaan yang bergerak di industri produksi dan pemasaran rokok kretek premium. Wismilak memulai usaha melalui produksi Sigaret Kretek Tangan PT Gelora Djaja pada tahun 1962. Selanjutnya, PT Wismilak Inti Makmur didirikan pada tahun 1994 dan resmi menjadi perusahaan terbuka pada tahun 2012. Kegiatan operasional utama Wismilak terpusat di Surabaya, dengan fasilitas produksi di Surabaya dan Bojonegoro, dan memiliki kantor perwakilan di Jakarta untuk menjalankan fungsi Perseroan lainnya.

Berbagai kegiatan usaha Wismilak dari hulu ke hilir dijalankan bersama dengan dua Entitas Anak, yakni PT Gelora Djaja yang mengelola produksi Sigaret Kretek Tangan (SKT) dan Sigaret Kretek Mesin (SKM), serta PT Gawih Jaya di bidang pemasaran SKT dan SKM. Sepanjang tahun 2019, tidak ada perubahan signifikan terkait skala, struktur, kepemilikan, maupun rantai pasokan Perseroan. [102-10]

PT Wismilak Inti Makmur Tbk (Wismilak) is a company engaged in premium rolled cigarette production and marketing industry. Wismilak started its business with Hand-Rolled Cigarette production by PT Gelora Djaja in 1962. Then PT Wismilak Inti Makmur was established in 1994 and officially became a public company in 2012. Wismilak's main production activities are centered in Surabaya, with production facilities in Surabaya and Bojonegoro, while having a representative office in Jakarta to carry out other Company's functions.

Wismilak's various business activities from upstream to downstream are carried out with its two Subsidiaries, namely PT Gelora Djaja which manages the production of Hand-Rolled Kretek (SKT) and Machine-Made Kretek (SKM), and PT Gawih Jaya in the marketing of SKT and SKM. Throughout 2019, there were no significant changes related to the scale, structure, ownership, as well as supply chain of the Company. [102-10]



## Visi, Misi, dan Nilai Keberlanjutan

### Vision, Mission, and Sustainability Values [102-16]

#### Visi Vision

Menjadi pelaku industri kelas dunia dengan keunggulan kualitas produk dan jasa yang dihasilkan dengan pertumbuhan berkesinambungan yang diperoleh melalui integritas, kerja sama tim, pengembangan yang berkelanjutan, serta inovasi.

Becoming a world-class industrial player with premium quality products and services through continuous improvement driven by integrity, teamwork, continuous development and innovation.

#### Misi Mission

Bersama meraih sukses melalui kerja sama dengan semua pemangku kepentingan (konsumen, pemegang saham, karyawan, distributor, pemasok, dan masyarakat)

Achieving success together through cooperation with all stakeholders (customers, shareholders, employees, distributors, suppliers and the public)

Menghasilkan produk dan jasa dengan kualitas terbaik  
Providing products and services with the highest quality

Bertanggung jawab dan berkomitmen terhadap lingkungan dan komunitas

Being responsible and committed towards the community and surroundings

Nilai keberlanjutan Wismilak terdapat dalam Standar Perilaku Perusahaan yang mengatur tentang etika Perseroan pada aspek bisnis, sosial, maupun lingkungan. Setiap insan Wismilak wajib mematuhi dan menerapkan standar perilaku tersebut dengan menandatangani Pakta Integritas.

Wismilak's sustainability values are affirmed in the Company's Code of Conduct which govern the Company's ethics in business, social, and environmental aspects. Every Wismilak employee is obliged to comply with and implement these standards of behavior by signing the Integrity Pact.

#### Nilai dan Perilaku Perseroan Company Values and Behaviour



##### Nilai-Nilai WISMILAK WISMILAK Values

Bersama Meraih Sukses  
Achieving Success Together (BMS)

Memiliki Integritas Tinggi  
Possessing High Integrity

Semangat *Continuous Improvement*  
The spirit of Continuous Improvement (CI)



##### Perilaku WISMILAK WISMILAK Behaviour

"Empati – Menjadi Duta Wismilak  
– Efektif dan Efisien  
– Bicara berdasarkan Data  
– Kolaboratif – Tegas  
– Berpikiran Terbuka"

"Empathy – Be a Wismilak Ambassador  
– Effective & Efficient – Speak with Data  
– Collaborative – Decisive  
– Open Mind"



## Sekilas Wismilak

### About The Company

#### Nama Perusahaan

Name of the Company [102-1]

PT Wismilak Inti Makmur Tbk

#### Tanggal Pendirian

Established

14 Desember 1994

December 14, 1994

#### Dasar Hukum Pendirian

Legal Basis for Establishment

[102-5] [102-10]

Akta Pendirian No. 22 tanggal 14 Desember 1994 yang dibuat di hadapan Bagio Atmadja, S.H., notaris di Sidoarjo, yang telah mendapatkan pengesahan dari Menteri Kehakiman Republik Indonesia berdasarkan Surat Keputusan No. C2-18.481 HT.01.01. Th.94. tanggal 19 Desember 1994, telah didaftarkan dalam buku register pada Kepaniteraan Pengadilan Negeri Surabaya dengan No. 2736/1994 pada tanggal 21 Desember 1994, serta telah diumumkan dalam Berita Negara Republik Indonesia No. 4 tanggal 13 Januari 1995, Tambahan Berita Negara No. 339.

Deed of Establishment No. 22 dated December 14, 1994, drawn up before Bagio Atmadja, SH., Notary in Sidoarjo, which had gained approval of the Minister of Justice of the Republic of Indonesia by virtue of Decree No. C2-18.481HT.01.01.Th.94. dated December 19, 1994, which was registered in the Company Registration Office in the District Court of Surabaya No. 2736/1994 on December 21, 1994, and announced in the Supplement No. 339 of the State Gazette of the Republic of Indonesia No. 4 on January 13, 1995.

#### Bidang Usaha

Line of Business [102-2]

Produksi bumbu rokok, *filter*, dan kelengkapan rokok lainnya; pemasaran dan penjualan produk rokok dan kelengkapannya; serta penyertaan pada produsen rokok kretek.

Cigarette flavoring and manufacture of regular/mild cigarette filters; marketing and selling cigarette flavored products and the manufacture of regular/mild cigarettes filter; investing in other rolled cigarette companies.

#### Kepemilikan Saham

Share Ownership [102-5]

##### Institusi Lokal

Local Institution

- PT Union Sampoerna (5,52%)

##### Individu Lokal

Local Individual

- Ir. Sugito Winarko (7,30%)
- Stephen Walla (14,56%)
- Ronald Walla (14,56%)
- Indahtati Widjajadi (16,14%)
- Gaby Widjajadi (9,34%)

#### Kode Saham

Share Code

WIIM



#### Kantor Pusat

Head Office [102-3]

Grha Wismilak, Jl. Dr. Soetomo 27  
Surabaya, Indonesia 60264

Telepon | Phone : +6231 2952 899

Faksimili | Facsimile : +6231 2952 800

Surel | E-mail: [information@wismilak.com](mailto:information@wismilak.com)

Situs Web | Website : [www.wismilak.com](http://www.wismilak.com)

#### Kantor Perwakilan

Representative Office

Gedung Menara Jamsostek

Menara Selatan, Lantai 23

Jamsostek Tower Building,

South Tower, 23rd floors

Jl. Gatot Subroto 38, Jakarta,

Indonesia 12710

Telepon | Phone: +6221 5296 3901/02

Faksimili | Facsimile: +6221 5296 3909

#### Wilayah Operasional

Operational Area [102-4]

Wismilak beroperasi di satu negara, yakni Indonesia. Secara spesifik, Wismilak memiliki 19 kantor distribusi, 5 fasilitas produksi, 4 sentra logistik regional, dan 30 agen di 30 kota di seluruh wilayah Indonesia.

Wismilak operates in one country, namely Indonesia. Specifically, Wismilak has 19 distribution offices, 5 production facilities, 4 regional logistics centers, and 30 agents in 30 cities throughout Indonesia.

## Skala Organisasi [102-7] Organizational Scale

2019 2018 2017



Jumlah Operasi  
Operation Unit



1 1 1  
Negara Country



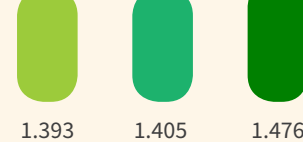
Jumlah Karyawan  
Total Employee



3.870 4.010 4.892  
Orang People



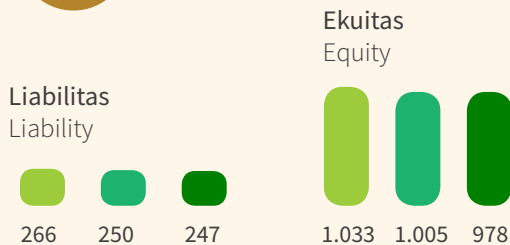
Penjualan Bersih  
Net Sales



1.393 1.405 1.476  
Rp miliar Billions of Rupiah



Kapitalisasi  
Capitalization

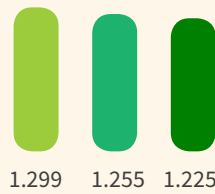


Rp miliar Billions of Rupiah

Rp miliar Billions of Rupiah



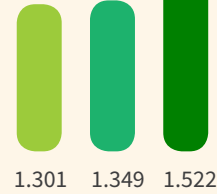
Jumlah Aset  
Total Asset



Rp miliar Billions of Rupiah



Jumlah Produksi  
Produk (SKT dan SKM)  
Total Product Production  
(SKT and SKM)



Juta batang Millions of Cigarettes

Wismilak memproduksi rokok, *filter*, dan bahan pendukung rokok lainnya; pemasaran dan penjualan produk rokok beserta kelengkapannya; serta penyertaan pada produsen rokok kretek. Kegiatan usaha dari hulu ke hilir telah mematuhi peraturan perundang-undangan, serta menerapkan prinsip *good manufacturing practices*; keselamatan dan kesehatan kerja, keamanan, dan lingkungan; tata kelola perusahaan; dan kebijakan lainnya. Jenis produk Wismilak terdiri atas Sigaret Kretek Tangan, Sigaret Kretek Mesin, Cerutu, dan *Filter Rods*.

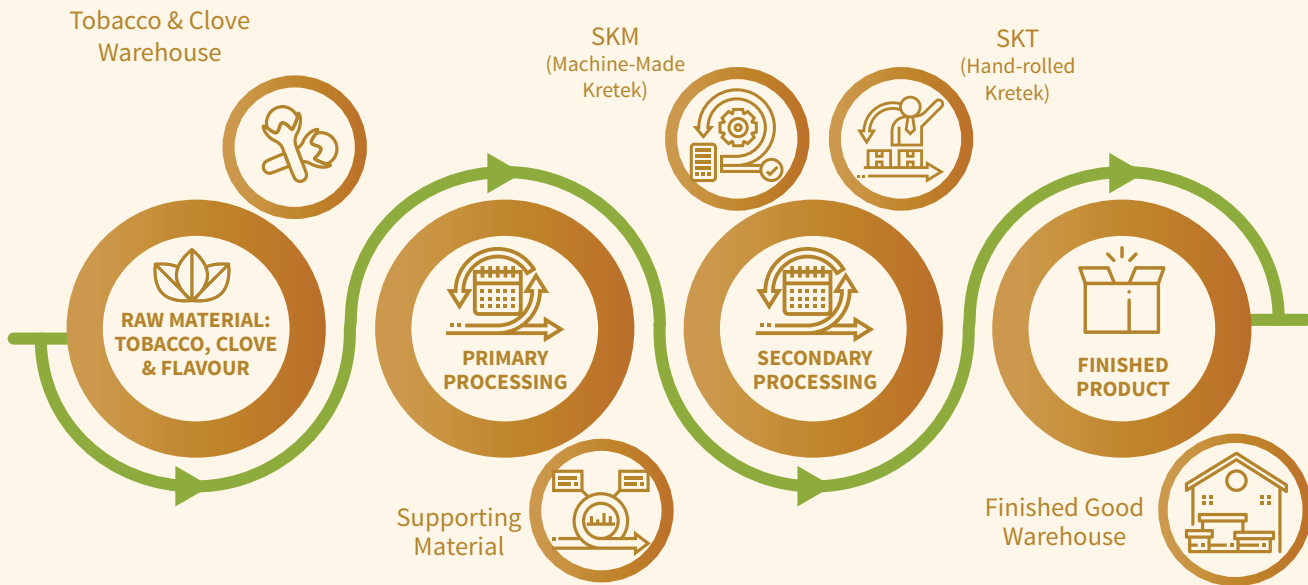
Kegiatan produksi dilakukan di lima fasilitas area yang terletak di wilayah Surabaya dan Bojonegoro. Keseluruhan proses produksi, distribusi, dan pemasaran produk dikerjakan bersama dengan dua Entitas Anak. Selain itu, Wismilak menjalin kerja sama dengan pemasok lokal sebagai pemasok bahan baku tembakau dan cengkeh, serta bahan pendukung untuk *flavour*. Seluruh pemasok maupun vendor Wismilak lainnya telah dipilih melalui proses seleksi yang ketat, mengacu pada Kebijakan dan Prosedur Pengelolaan Pembelian dengan Pemasok yang dikelola oleh Departemen Procurement untuk memastikan kontrol kualitas pasokan. [102-9]

Wismilak produces cigarette, filter, and other cigarette supporting materials; marketing and selling of cigarette products and its complement; as well as investing in rolled cigarette manufacturers. Business activities from upstream to downstream comply with applicable laws and regulations, and apply the principles of good manufacturing practices; occupational safety and health, security, and environmental; corporate governance; and other policies. Wismilak's products consist of Hand-Rolled Cigarettes, Machine-Rolled Cigarettes, Cigars, and Filter Rods.

Production activities are carried out in five area facilities located in Surabaya and Bojonegoro. The entire process of production, distribution, and marketing is carried out with the two Subsidiaries. In addition, Wismilak collaborates with local suppliers to supply raw materials for tobacco and cloves, as well as supporting materials for flavor. All suppliers and other Wismilak vendors have been selected through a stringent selection process, referring to the Policy and Procedure for Managing Suppliers which are managed by the Procurement Department to ensure quality control of supply. [102-9]



## Proses Produksi Rokok Kretek Kretek Cigarette Production Processing



## Inisiatif Eksternal dan Sertifikasi External Initiative and Certification [102-12]

### ISO 17025

#### Standar Kompetensi Laboratorium Pengujian dan Kalibrasi

Standard Competencies for Testing  
and Calibration Laboratories

28 Januari 2019 -  
27 Januari 2023

January 28, 2019 -  
January 27, 2023

Komite Akreditasi Nasional  
National Accreditation Committee

### ISO 9001:2015

#### Manufacturing of Filter Rods for Cigarette

28 Februari 2018 -  
27 Februari 2021  
February 28, 2018 -  
February 27, 2021

Bureau Veritas  
Certification Holding  
SAS - UK Branch





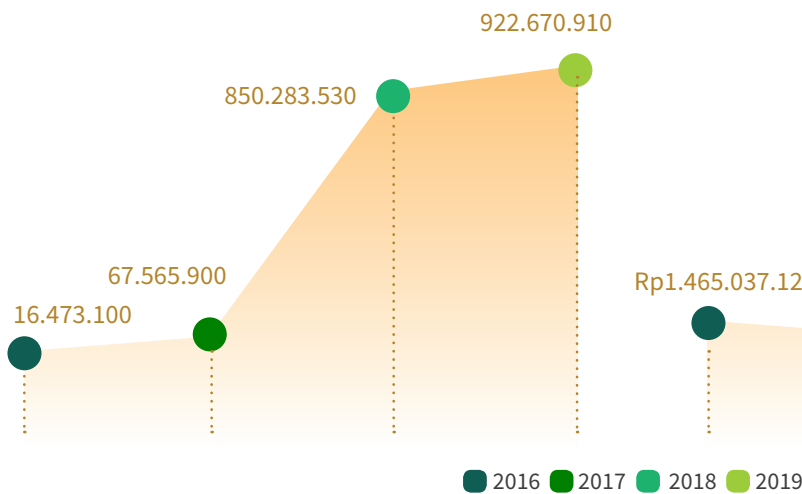
## Pasar yang Dilayani dan Wilayah Operasi [102-4] [102-6]

Penjualan bersih Wismilak, baik dari penjualan berbagai jenis rokok, *filter*, maupun kelengkapan lainnya, di tahun 2019 mencapai Rp1.393 miliar. Indonesia menjadi pasar domestik utama penjualan produk-produk Wismilak. Selain itu, Wismilak telah melakukan ekspor khusus produk *filter* ke tujuh negara, di antaranya Cina, Thailand, dan Vietnam. Kegiatan ekspor Wismilak secara khusus dilakukan untuk produk *filter* rokok, sebab tidak banyak produsen rokok yang telah memproduksi *filter* secara mandiri.

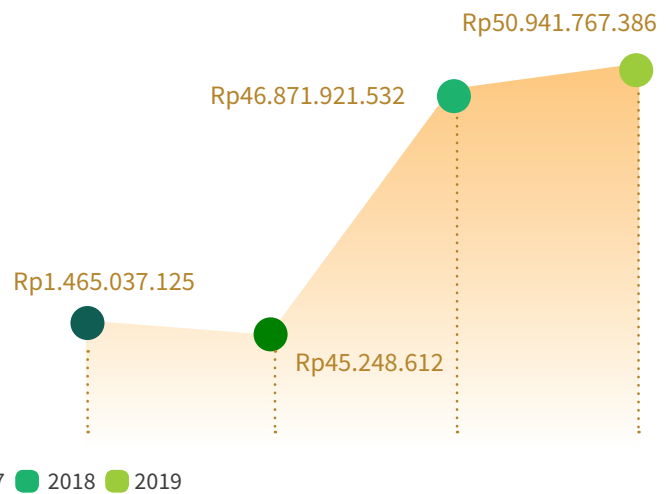
## Market Served and Operational Areas [102-4] [102-6]

Wismilak's net sales, both from sales of various types of cigarettes and filters, reached Rp1,393 billion in 2019. Indonesia is the main domestic market for Wismilak products. On the other hand, Wismilak has exported especially filter products to seven countries, including China, Thailand, and Vietnam. Wismilak's export activities are specifically carried out for cigarette filter products, as there are not many cigarette manufacturers that have produced filters independently.

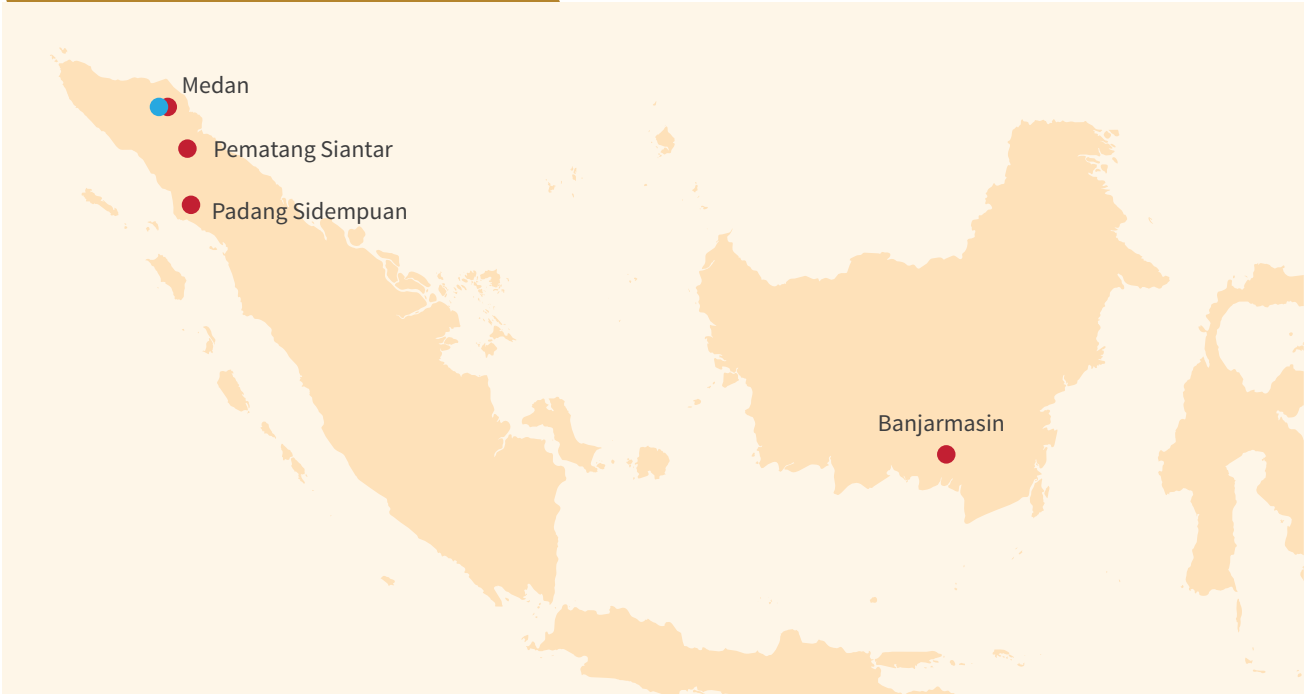
### Volume Ekspor Export Volume



### Pendapatan Ekspor Export Revenue



## Area Distribusi Wismilak Wismilak Distribution Areas

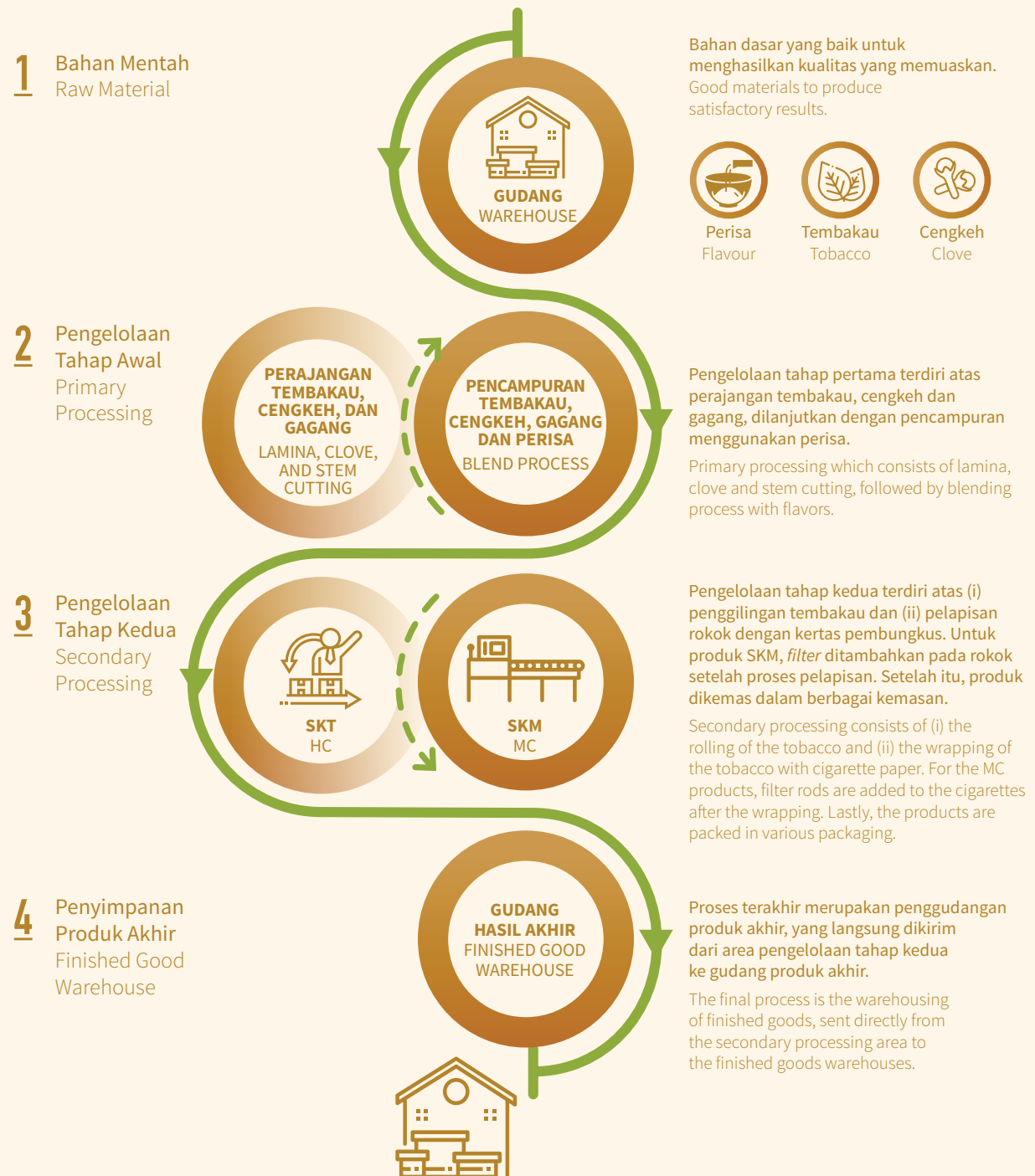


## Proses Bisnis dan Rantai Pasokan [102-2] [102-9]

## Business Process and Supply Chain [102-2] [102-9]

Proses bisnis Wismilak dilakukan dengan pengawasan kualitas yang ketat agar menghasilkan produk yang memenuhi kebutuhan pasar.

Wismilak constantly carries business processes with strict quality control in order to produce products that meet the market needs.



Wismilak mengelola seleksi pemasok bahan baku utama dan bahan baku penyerta produk yang mana telah diatur dalam Kebijakan dan Prosedur Pengelolaan Pembelanjaan dengan Pemasok Luar.

### Keanggotaan Asosiasi [102-13]

Sebagai upaya untuk memperoleh dan melakukan dukungan serta menciptakan iklim bisnis yang kondusif, Wismilak menjalin dan menjaga kemitraan strategis dengan bergabung dalam keanggotaan asosiasi.

Wismilak manages the selection of suppliers of main raw materials and supporting raw material which have been regulated in the Policy and Procedure for Management of Expenditure through External Suppliers.

### Membership Associations [102-13]

In order to obtain and provide supports, as well as developing conducive business climate, Wismilak establishes and maintains strategic partnership by joining membership associations.



#### Ronald Walla

Direktur Utama Wismilak  
President Director of  
Wismilak

#### Organisasi/Asosiasi Organization/Association

- Asosiasi Pengusaha Indonesia (APINDO)  
The Employers' Association of Indonesia (APINDO)

Anggota Dewan Pimpinan Harian APINDO,  
Ketua Bidang UKM IKM  
Member of Organization Management of The Employers' Association of Indonesia (APINDO),  
Head of Small and Medium Enterprises and Industry

2018 – 2023

- National Steering Committee of International Labour Organization (ILO) project SCORE

2018

#### Henry Najooan

Chief Personnel

#### Organisasi/Asosiasi Organization/Association

- Gabungan Perserikatan Pabrik Rokok Indonesia (GAPRI)  
Indonesian Cigarette Manufacturers Association

Ketua Gabungan Perserikatan Pabrik Rokok Indonesia (GAPRI)  
Chairman of Indonesian Cigarette Manufacturers Association

2019 - 2022

#### Edric Chandra

Community & Event Manager Wismilak

#### Organisasi/Asosiasi Organization/Association:

- Asosiasi Pengusaha Indonesia (APINDO)  
The Employers' Association of Indonesia (APINDO)

Anggota Bidang Kemitraan  
Member of Partnership Division

2018 – 2023

#### Anastesyia Ftaryana

Public Relations Manager Wismilak

#### Organisasi/Asosiasi Organization/Association

- Asosiasi Pengusaha Indonesia (APINDO)  
The Employers' Association of Indonesia (APINDO)

Anggota Bidang Pengembangan Kewirausahaan  
Member Entrepreneurship Development Division

2018 - 2023

## Penghargaan Kinerja Tahun 2019 2019 Performance Award



**Penghargaan Laporan Keuangan 2019**  
2019 Annual Financial Report Award

### Penghargaan Kecelakaan Nihil Zero Accident Award

Wismilak menerima penghargaan *Zero Accident* selama tiga tahun berturut-turut. Pada 2019, Wismilak kembali memperoleh penghargaan *Zero Accident Award*, dengan mencapai 7.881.632 Jam Kerja Orang tanpa kecelakaan kerja, terhitung sejak 1 November 2013 sampai dengan 31 Oktober 2018.

Wismilak received Zero Accident Award for three consecutive years. In 2019, Wismilak once again received Zero Accident Award for its achievement in recording 7,881,632 Working Hours of Zero Accidents during the November 1, 2013 to October 31, 2018.

Penghargaan Kecelakaan Nihil juga diperoleh oleh Wismilak (PT Gelora Djaja) dari Kementerian Ketenagakerjaan Republik Indonesia, pada tanggal 29 Maret 2019.

The Zero Accident Awards are also presented from the Ministry of Manpower for Wismilak (PT Gelora Djaja) on March 29, 2019.



Wismilak memperoleh penghargaan Laporan Keuangan Tahunan Perusahaan (LKTP) dari Menteri Perdagangan Republik Indonesia. Penghargaan diberikan atas komitmen dan kepatuhan Wismilak dalam menyampaikan Laporan Keuangan Tahunan Perusahaan secara rutin, tepat waktu dan benar.

Wismilak received the Annual Corporate Financial Report Award from the Ministry of Trade of Indonesia. The awards given for Wismilak's commitment and compliance in submitting its report in a regular, timely and correct manner.



### Sertifikat Akreditasi Laboratorium Pengujian Accreditation Certificate for Testing Laboratory

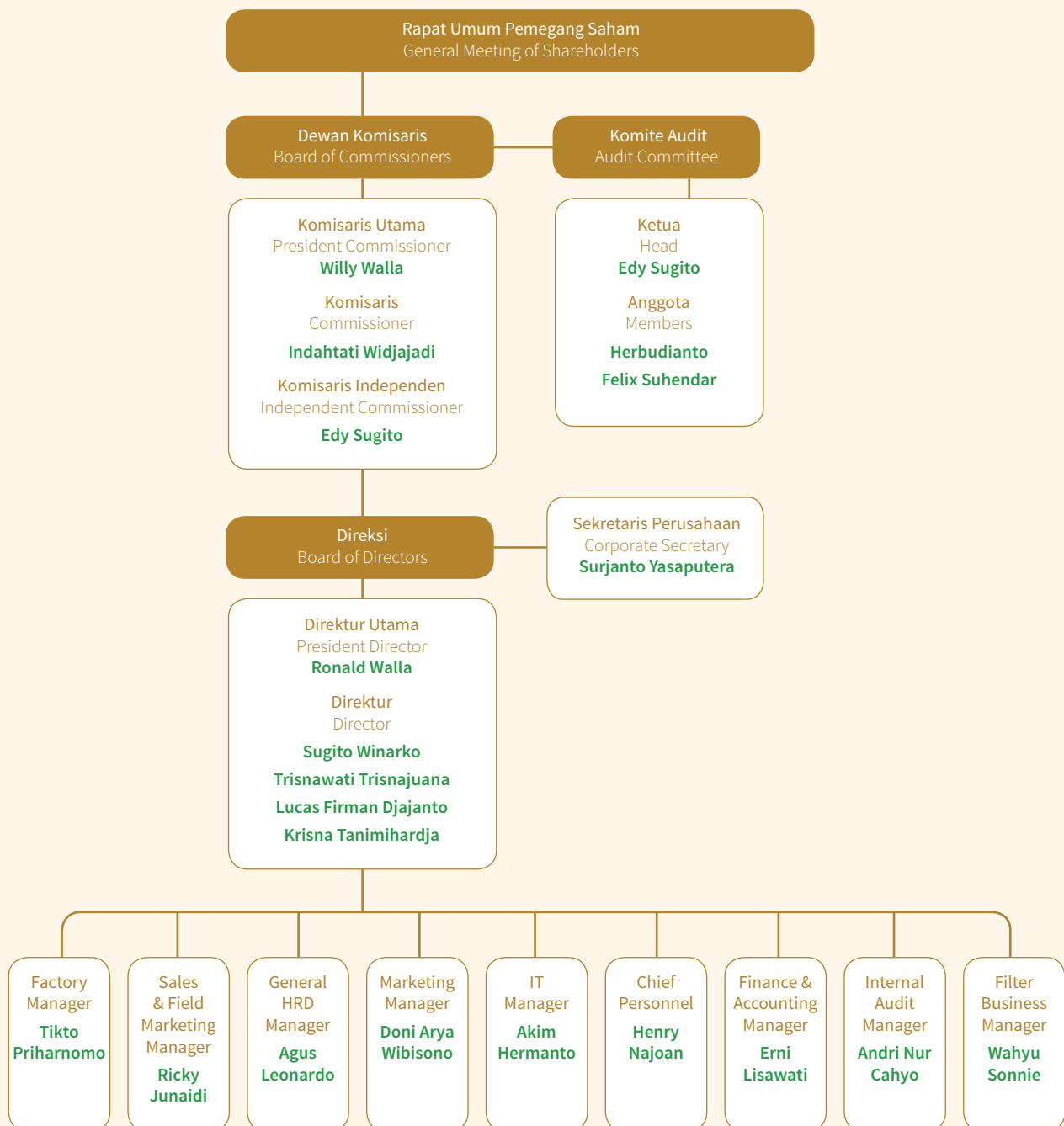
Sertifikat Akreditasi SNI ISO/IEC 17025:2017 untuk PT Gelora Djaja dari Komite Akreditasi Nasional Tertanggal 28 Januari 2019 yang berlaku hingga 27 Januari 2023.

The SNI ISO/IEC 17025:2017 accreditation certificate was awarded for PT Gelora Djaja from National Accreditation Committee dated January 28, 2019 until January 27, 2023.

# Tata Kelola Keberlanjutan

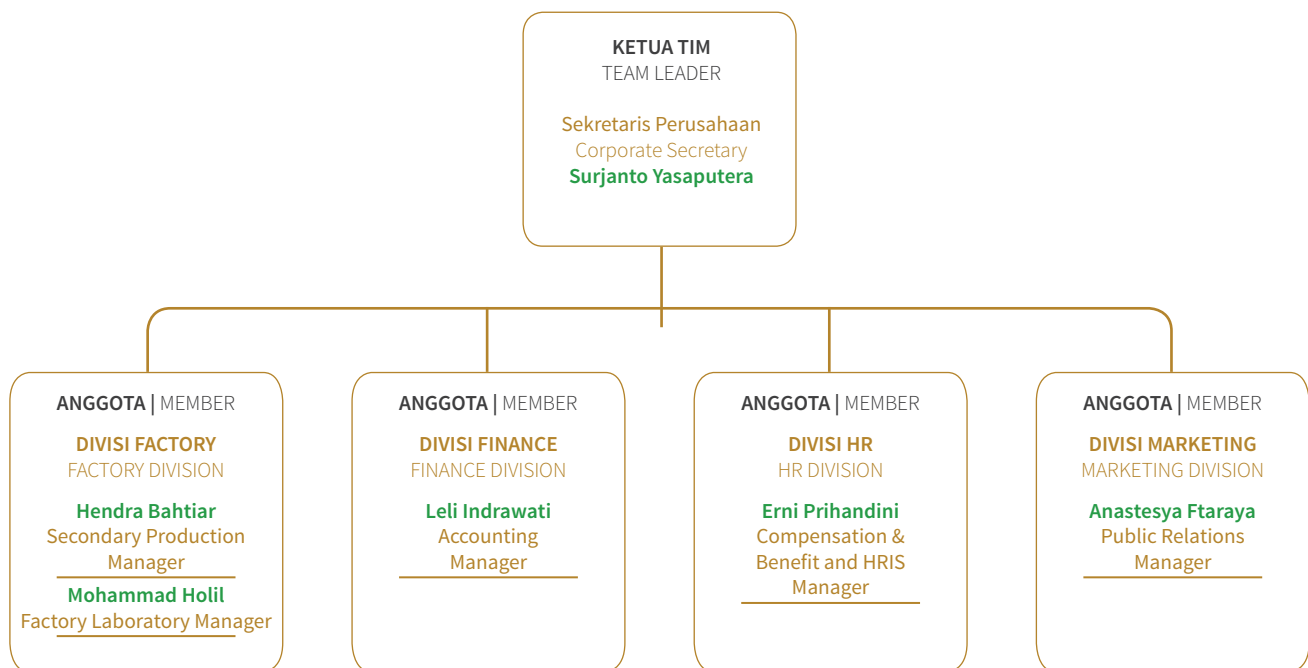
## Sustainability Governance

### Struktur Tata Kelola Perseroan Corporate Governance Structure [102-18]



## Tim Keberlanjutan Wismilak

### Wismilak Sustainability Team



## Delegasi Wewenang dan Tanggung Jawab Terkait Topik Ekonomi, Sosial, dan Lingkungan

Tanggung jawab tata kelola keberlanjutan di Wismilak dilaksanakan secara kolektif oleh setiap fungsi dalam organisasi. Dewan Komisaris dan Direksi memiliki posisi yang setara dan turut mendukung dalam perencanaan, pelaksanaan, pengawasan, hingga evaluasi tata kelola keberlanjutan. Dewan Komisaris berperan dalam mengawasi dan memberi nasihat maupun rekomendasi kepada Direksi untuk melaksanakan tata kelola keberlanjutan. Aspek keberlanjutan beserta potensi risiko dan dampak juga menjadi pertimbangan Dewan Komisaris dalam memberikan arahan rencana kerja jangka pendek maupun panjang Perseroan.

Pada tahun 2020, Wismilak berencana membentuk Satuan Tugas Keberlanjutan Wismilak sebagai peningkatan fungsi dari Tim Keberlanjutan yang telah terbentuk dalam menjalankan praktik-praktik keberlanjutan. Satuan tugas ini terdiri dari karyawan lintas divisi sehingga komunikasi maupun aplikasi praktik-praktik keberlanjutan dapat dijalankan ke seluruh jajaran. Tim Keberlanjutan Wismilak diketuai oleh Sekretaris Perusahaan, dan bertanggung jawab langsung kepada Direktur Utama.

## Delegation of Authority and Responsibility Regarding Economic, Social and Environmental Topics

The responsibility of sustainable governance at Wismilak is carried out collectively by every function in the organization. The Board of Commissioners and Board of Directors have an equal position and support in planning, implementing, monitoring and evaluating sustainability governance. The Board of Commissioners plays a role in supervising and providing advice and recommendations to the Board of Directors to implement sustainable governance. The sustainability aspects along with the potential risk and impacts are also considered by the Board of Commissioners in providing direction for the Company's short and long term work plans.

In 2020, Wismilak is planning to form the Wismilak Sustainability Task Force to enhance the function of the Sustainability Team that has been formed to implement sustainability practices. This task force will consist of employees across divisions so that communication and application of sustainability practices can be carried out at all levels. Wismilak Sustainability Team will be chaired by the Corporate Secretary, and reports directly to the President Director.

Saat ini, Wismilak telah mempertimbangkan dan mencantumkan aspek ekonomi, sosial, dan lingkungan dalam rencana jangka pendek dan panjang Perseroan. Upaya peningkatan pengelolaan kinerja keberlanjutan Perseroan diwujudkan melalui peningkatan kapasitas para pejabat penanggung jawab tata kelola keberlanjutan. Perseroan menyediakan kesempatan pengembangan kompetensi berupa pendidikan, lokakarya, maupun seminar secara berkala terkait topik ekonomi, lingkungan, dan sosial.

Currently, Wismilak has considered and included economic, social, and environmental aspects in the Company's short and long term plans. In order to improve the management of the Company's sustainability performance, capacity building will be conducted for the officials of sustainability governance. The Company provides competency development opportunities in the form of education, workshops, and seminars related to economic, environmental, and social topics.

### Kegiatan Peningkatan Kompetensi di Bidang Keberlanjutan Competency Improvement Activities in the Field of Sustainability



#### Laporan Keberlanjutan Sustainability Report

8 Mei 2018 | May 8, 2018

- Bursa Efek Indonesia  
Indonesia Stock Exchange
- Global Reporting Initiatives

#### Penyusunan Laporan Keberlanjutan Forming Sustainability Reports

16 Agustus 2018 | August 16, 2018

- Bursa Efek Indonesia  
Indonesia Stock Exchange
- Asosiasi Emiten Indonesia (AEI)  
Indonesian Public Listed  
Companies Association
- Global Reporting Initiatives

#### Next Step In Sustainability Reporting: *How to Start and Common Technical Issue in Reporting*

11 Maret 2019 | March 11, 2019

- Bursa Efek Indonesia  
Indonesia Stock Exchange
- Global Reporting Initiatives

#### How to Report Gender Equality, Water, Occupational Health and Safety in Sustainability Report

28 Maret 2019 | March 28, 2019

- Bursa Efek Indonesia  
Indonesia Stock Exchange
- Global Reporting Initiatives

#### Business Reporting on the Sustainable Development Goals

25 April 2019 | April 25, 2019

- Bursa Efek Indonesia  
Indonesia Stock Exchange
- Global Reporting Initiatives

#### ASEAN Corporate Governance Workshop

5 Desember 2019 | December 5, 2019

- Bursa Efek Indonesia  
Indonesia Stock Exchange
- Indonesia Corporate Secretary  
Association (ICSA)

- Nama Seminar Seminar Name
- Tanggal Seminar Seminar Date
- Penyelenggara Organizer





Wismilak telah membuat agenda untuk melakukan inisiasi pendalaman *Sustainable Development* melalui proyek Wismilak's *Sustainability Journey*, yang diikuti oleh Tim Keberlanjutan Wismilak. Wismilak's *Sustainability Journey* diselenggarakan bekerja sama dengan Global Reporting Initiative (GRI) yang ada di Indonesia sebagai fasilitator. Kegiatan pendalaman akan dijadwalkan dalam bentuk pelatihan khusus, bertempat di Kantor Pusat Wismilak Surabaya di tahun 2020 dan tidak hanya diikuti oleh Tim Keberlanjutan, namun juga *top management*.

### Mengendalikan Risiko Keberlanjutan [102-11]

Wismilak memperhatikan tiap proses bisnis yang dilakukan oleh masing-masing departemen. Perseroan rutin melakukan identifikasi dan evaluasi risiko melalui kajian dan perumusan strategi pengelolaan. Pengelolaan risiko dilakukan oleh Direksi, Unit Audit Internal, dan Dewan Komisaris yang diwakili oleh Komite Audit secara berkala. Secara khusus, Dewan Komisaris berperan mengawasi pelaksanaan aktivitas manajemen risiko dan memberikan wewenang penuh kepada manajemen untuk mengelola risiko yang ada, termasuk risiko lingkungan, sosial, dan tata kelola (LST).

Upaya Wismilak dalam mengendalikan risiko diwujudkan dalam penerapan tata kelola perusahaan yang baik (*Good Corporate Governance/GCG*). Wismilak juga melaksanakan sistem pengendalian internal yang mengawasi kegiatan operasional, keuangan, dan kepatuhan terhadap peraturan perundang-undangan. Serangkaian kegiatan pengendalian risiko tersebut mencakup pengelolaan sumber daya manusia melalui sistem kaderisasi dan organisasi yang berjenjang, membentuk Panitia Pembina Keselamatan dan Kesehatan Kerja untuk mengelola keselamatan dan kesehatan kerja karyawan, memastikan ketersediaan stok bahan baku, serta melaksanakan kajian dan menetapkan kebijakan terkait kredit, arus kas, dan pasar.

Efektivitas pengelolaan risiko dinilai berdasarkan hasil evaluasi GCG secara berkala melalui kegiatan swa penilaian secara komprehensif dan independen dengan memilih tim yang kompeten di internal Perseroan. Evaluasi dan penilaian aspek GCG merujuk pada POJK No. 21 tahun 2015 tentang Penerapan Pedoman Tata Kelola Perusahaan Terbuka. Pada tahun 2019, penerapan GCG dan manajemen risiko Perseroan telah memperoleh hasil yang baik, nihil sanksi dari regulator, serta mampu meningkatkan kepercayaan pemangku kepentingan.

Wismilak has made an agenda to initiate the enhancement of Sustainable Development through the Wismilak's Sustainability Journey project, which will be attended by the Wismilak Sustainability Team. Wismilak's Sustainability Journey is held in collaboration with the Global Reporting Initiative (GRI) in Indonesia as the facilitator. The enhancement activities will be scheduled as special trainings taking place at Wismilak's Surabaya Headquarters in 2020. The Sustainability Team and top management will attend the trainings.

### Controlling Sustainability Risk [102-11]

Wismilak pays attention to every business process carried out by each department. The Company routinely identifies and evaluates risk through reviews and formulation of management strategies. Risk management is carried out regularly by the Board of Directors, Internal Audit, and the Board of Commissioners, represented by the Audit Committee. The Board of Commissioners oversee the implementation of risk management activities and fully authorize the management to manage existing risks, including environmental, social, and governance risks.

Wismilak's efforts in risk management are manifested in the implementation of Good Corporate Governance (GCG). Wismilak also implements an internal control system that oversees operational, financial, and compliance with laws and regulations. A series of risk management activities include human resource management through a system of regeneration and tiered organization, forming an Occupational Health and Safety Committee to supervise employees' health and safety, ensuring the availability of raw materials, and carrying out studies and establishing policies related to credit, cash flow, and market.

The effectiveness of risk management is assessed based on the results of regular GCG evaluation through comprehensive and independent self-assessments by selecting a competent team within the Company. Evaluation and assessment of the GCG aspects refer to the Financial Services Authority Regulation (POJK) No. 21 of 2015, regarding the Implementation of Corporate Governance Guidelines for Public Companies. In 2019, the implementation of GCG and risk management has obtained good results, with zero sanctions from the regulators, and able to increase the stakeholders' trust.

## Persaingan Usaha yang Sehat

Proses pemasaran dan strategi persaingan usaha diselaraskan dengan *Strategic Plan 2016-2020* yang berprinsip pada moto pemasaran “Melayani dengan Hati”. Wismilak memiliki Kode Etik yang mengatur etika dalam bisnis, termasuk persaingan secara sehat dan menghindari praktik monopoli pasar sesuai dengan peraturan yang berlaku di Indonesia.

Kode Etik berlaku bagi seluruh Insan Wismilak tanpa terkecuali, baik jajaran manajemen maupun Insan Wismilak yang tersebar di kantor distribusi, fasilitas produksi, sentra logistik regional, dan agen di seluruh Indonesia. Kegiatan promosi dan *sponsorship* yang terdiri atas *brand awareness*, *brand positioning*, dan *brand experience* telah dilakukan sesuai dengan etika bisnis yang sehat dan sesuai dengan peraturan.

## Pencegahan Benturan Kepentingan dan Antikorupsi

Setiap Insan Wismilak didorong untuk mematuhi nilai-nilai kejujuran, integritas, dan antikorupsi yang tercantum dalam Standar Perilaku Perusahaan. Kebijakan antikorupsi dan anti-kecurangan juga tercantum dalam *Board Manual* Dewan Komisaris dan Direksi. Wismilak secara berkala melakukan sosialisasi kode etik dan standar perilaku melalui berbagai media yang menjangkau seluruh Insan Wismilak.

Nilai-nilai pencegahan benturan kepentingan dan antikorupsi dalam kode etik didukung dengan keberadaan Sistem Pelaporan Pelanggaran (*Whistleblowing System/WBS*) yang dikelola oleh Sekretaris Perusahaan. Keberadaan WBS bertujuan untuk mendapatkan informasi mengenai pelanggaran terhadap peraturan Wismilak, kode etik, maupun pelanggaran hukum dan kegiatan ilegal lain yang dapat menimbulkan kerugian bagi Perseroan di masa depan. Melalui WBS, Wismilak mengajak setiap karyawan Wismilak untuk berperan menjaga integritas pribadi maupun organisasi. Setiap pelapor WBS mendapatkan hak perlindungan dari Perseroan dan laporan yang diterima akan melalui tindakan penyelidikan sesuai prosedur yang sesuai. Selama 2019, tidak ada pelaporan WBS yang diterima Perseroan.

## Fair Business Competition

The marketing process and business competition strategy are aligned with the 2016-2020 Strategic Plan, based on the marketing motto “Serve with Heart”. Wismilak has a Code of Ethics that regulates business ethics, including fair competition and avoiding market monopoly practices in accordance with regulations in Indonesia.

The Code of Ethics applies to all Wismilak Personnel without exception, both management and Wismilak Personnel who are scattered throughout distribution offices, production facilities, regional logistic centers, and agents across Indonesia. Promotion and sponsorship activities which include brand awareness, brand positioning, and brand experience have been conducted according to fair business ethics and in accordance with regulations.

## Conflicts of Interest Prevention and Anti-corruption

Every Wismilak Personnel is encouraged to adhere to honesty, integrity, and anti-corruption values as stated in the Company's Standards of Conduct. Anti-corruption and anti-fraud policies are also listed in the Board Manual for the Board of Commissioners and Board of Directors. Wismilak regularly socializes the code of ethics and standards of conduct through various media that reach the entire Wismilak Personnel.

The values of conflicts of interest prevention and anti-corruption in the code of ethics are supported by the existence of a Whistleblowing System (WBS), managed by the Corporate Secretary. The existence of WBS aims to obtain information regarding violations of Wismilak regulations, code of ethics, as well as violations of law, and other illegal activities that may harm the Company in the future. Through WBS, Wismilak invites every Wismilak Personnel to maintain personal and organizational integrity. Every WBS reporter gets the right of protection from the Company, and the received report will go through an investigation according to the appropriate procedure. Throughout 2019, no WBS report was received by the Company.

## Pelibatan Pemangku Kepentingan

[102-40] [102-42] [102-43] [102-44]

Pemangku kepentingan merupakan penentu keberlanjutan usaha Perseroan. Wisnilak telah mengidentifikasi pemangku kepentingan internal dan eksternal berdasarkan penilaian dan pertimbangan faktor peran, kebutuhan, pengaruh, dan dampak. Hubungan profesional, harmonis, dan strategis merupakan kunci utama Wisnilak membangun kepercayaan dan interaksi dengan seluruh pemangku kepentingannya.

## Pelibatan Pemangku Kepentingan

Stakeholder Engagement [102-40] [102-42] [102-43] [102-44]

## Stakeholder Engagement

[102-40] [102-42] [102-43] [102-44]

Stakeholders are the determinants of the Company's business sustainability. Wisnilak has identified internal and external stakeholders based on the assessment and consideration of role, need, influence, and impact factors. A professional, harmonious, and strategic relationship is the main key for Wisnilak to build trust and interaction with all its stakeholders.



- **Dasar Pemilihan Pemangku Kepentingan**  
Bases for Selecting Stakeholders
- **Topik Kunci dan Ekspektasi**  
Key Topics and Expectations
- **Metode, Respon, dan Frekuensi Pelibatan**  
Methods, Responses, and Frequency of Engagement

## Pelibatan Pemangku Kepentingan

Stakeholder Engagement [102-40] [102-42] [102-43] [102-44]

### Pelanggan Customer

- Komitmen untuk kualitas produk dan jasa
- Layanan Pelanggan
- Commitment for product and service quality
- Customer Service

### Kualitas produk Product quality

Minimal satu kali dalam setahun:

- Kunjungan pelanggan

Sesuai Kebutuhan:

- Penanganan pengaduan
- Kegiatan promosi produk dengan melibatkan pelanggan

At least once a year:

- Customer visitation

As needed:

- Complaints handling
- Product promotional activities with customer involvement

### Asosiasi Association

Peran sektor penunjang untuk memperkuat pengetahuan, regulasi dan praktik usaha Perseroan

The role of supporting sectors to strengthen the knowledge, regulations and business practices of the Company

### Sumber berbagi informasi terkait industri Source of sharing industry-related information

Minimal satu kali dalam setahun:

- Sumber daya sebagai dukungan terhadap asosiasi
- Memberikan masukan
- Keterlibatan dalam aktivitas asosiasi

At least once a year:

- Resources as support for the association
- Provide inputs
- Involvement in association's activities

### Karyawan Employee

- Kesehatan, keselamatan, dan keamanan kerja
- Kesetaraan dalam jenjang karir, pengembangan kompetensi, dan penilaian kerja
- Occupational health, safety, and security
- Equality in career paths, competency development, and job appraisals

### Jaminan kesejahteraan karyawan Employee welfare guarantee

- Program pengembangan kompetensi
- Peluang kenaikan jenjang karir
- Employee welfare guarantee
- Competency development program
- Opportunity in career advancement

Sesuai Kebutuhan:

- Survei karyawan
- Program apresiasi karyawan
- Pendidikan dan pengembangan kompetensi karyawan

As needed:

- Employee survey
- Employee appreciation program
- Employee competency education and development

### Pemerintah Government

Penerapan peraturan  
Implementation of regulations

Ketaatan dan kepatuhan terhadap perundang-undangan

Obedience and compliance with the law

Minimal satu kali dalam setahun:

- Pelaporan kinerja dan keuangan Perseroan
- Penerapan program tanggung jawab Perseroan dan pelaporan
- Pelaksanaan audit

At least once a year:



- Performance and financial reporting of the Company
- Implementation of corporate responsibility and reporting programs
- Auditing



- Dasar Pemilihan Pemangku Kepentingan  
Bases for Selecting Stakeholders
- Topik Kunci dan Ekspektasi  
Key Topics and Expectations
- Metode, Respon, dan Frekuensi Pelibatan  
Methods, Responses, and Frequency of Engagement



# Kinerja Keberlanjutan Sustainability Performance



## "Memastikan Komitmen"

merupakan semangat kami untuk senantiasa mempertahankan dan meningkatkan kinerja baik kami, sehingga kami terus mampu memberi nilai tambah dan memberi kembali kepada masyarakat.

"Ensuring Commitment" is our passion to maintain and improve our excellent performance consistently. This is done to ensure the Company's ability in adding value and giving back to the community.

## Kinerja Ekonomi Economic Performance



### Pendekatan Manajemen [103-1] [103-2] [103-3]

Kinerja ekonomi yang baik merupakan salah satu tolak ukur keberhasilan bisnis yang berkelanjutan. Pencapaian kinerja ekonomi dapat mendorong Perseroan dalam mendukung pembangunan berkelanjutan, di antaranya melalui praktik pengadaan yang melibatkan pemasok lokal yang berkontribusi pada pertumbuhan ekonomi, program pemberdayaan masyarakat, serta menciptakan manfaat yang berkelanjutan. Pengelolaan kinerja ekonomi Wismilak berada di bawah tanggung jawab Direktur Keuangan dan diaudit setiap tahunnya sesuai dengan Standar Akuntansi Keuangan di Indonesia. Data keuangan yang dilaporkan dalam laporan keberlanjutan ini adalah data konsolidasi dari Wismilak dan Entitas Anak.

Strategi Wismilak untuk meningkatkan pencapaian kinerja ekonomi dilakukan dengan memperhatikan ketersediaan dan kualitas rantai pasokan. Wismilak juga meningkatkan efisiensi melalui pembangunan fasilitas produksi, salah satunya relokasi pabrik, yang dibangun untuk menjaga keseimbangan volume produksi.

Peningkatan kinerja ekonomi didukung oleh strategi pemasaran yang terdiri atas *brand awareness*, *brand positioning*, dan *brand experience*. Pada strategi *brand awareness*, Wismilak melakukan promosi dengan memasang iklan dan pelaksanaan kegiatan promosi serta *sponsorship* di sejumlah media yang prospektif. *Brand positioning* dilakukan dengan membidik target pasar yang tepat, sehingga pemasaran dapat berjalan maksimal. Sebagai pelengkap, Wismilak melaksanakan *brand experience* melalui diversifikasi produk, sehingga Perseroan mampu menjangkau target peningkatan penjualan sekaligus menjaga loyalitas konsumen.

### Management Approach [103-1] [103-2] [103-3]

Excellent economic performance is one measure of the success of a sustainable business. The achievement of economic performance can drive the Company to support sustainable development, including procurement practices that involve local suppliers that contribute to economic growth, community empowerment programs, and create sustainable benefits. Wismilak's economic performance management is under the responsibility of the Director of Finance and is audited annually in accordance with Indonesian Financial Accounting Standards. The financial data reported in this sustainability report is consolidated data from Wismilak and its Subsidiaries.

Wismilak's strategy to increase economic performance achievement is carried out by attending to the availability and quality of the supply chain. Wismilak also increases efficiency through the construction of production facilities, one of which is factory relocation, built to maintain a balance of production volume.

The increase in economic performance is supported by marketing strategies which include brand awareness, brand positioning, and brand experience. In the brand awareness strategy, Wismilak carried out promotions by placing advertisements and conducting promotional activities and sponsorship in a number of prospective media. Brand positioning was done by targeting the suitable target market so that marketing can run optimally. As a complement, Wismilak conducted brand experience through product diversification, so that the Company was able to increase sales while maintaining consumer loyalty.

## Capaian Kinerja Ekonomi Tahun 2019

Sepanjang tahun 2019, Wismilak berhasil mencatat kenaikan aset 3,5% atau menjadi senilai Rp1.299,5 miliar dan ekuitas naik 2,8% menjadi Rp1.033,2 miliar. Wismilak berhasil meraih penjualan bersih hingga Rp1.393,6 miliar, salah satunya terdiri atas penjualan rokok sebesar Rp1.203,9 miliar, dengan volume penjualan sebanyak 1,3 miliar batang rokok. Beban usaha naik 3,47%, namun demikian laba komprehensif pada tahun berjalan masih dapat naik 22,3% menjadi Rp33,2 miliar per akhir tahun 2019.

Terlepas dari dinamika kenaikan maupun penurunan situasi ekonomi, capaian kinerja ekonomi tetap signifikan dalam mendukung pembangunan berkelanjutan, di antaranya melalui pembayaran pajak kepada Pemerintah dan alokasi dana untuk program pemberdayaan masyarakat. Di tahun 2019, Wismilak membayarkan pajak sebesar Rp8,24 miliar dan merealisasikan dana WISMILAK BERBAGI sebesar Rp13,91 miliar.

Selain itu, Wismilak juga mengutamakan kemitraan dengan pemasok lokal untuk memenuhi kebutuhan industri. Persentase kerja sama kemitraan lokal Wismilak sebesar 93% untuk pemasok bahan baku dan bahan pembantu, dengan rata-rata 87% material bahan baku dan bahan pembantu di Wismilak adalah material lokal.

### Nilai Ekonomi Dihasilkan dan Didistribusikan

Direct Economic Value Generated and Distributed [201-1]

(Jutaan Rupiah) (In Million Rupiah)

Uraian Description	2019	2018	2017
<b>Nilai Ekonomi Dihasilkan</b> Economic Value Generated			
Penjualan Neto Net Sales	1.393.574	1.405.384	1.476.427
Pendapatan Lain-lain (Neto) Other Income (Net)	14.225	18.544	10.318
<b>Jumlah Nilai Ekonomi Dihasilkan</b> Total Economic Value Generated	<b>1.407.799</b>	<b>1.423.928</b>	<b>1.486.745</b>
<b>Nilai Ekonomi Didistribusikan</b> Economic Value Distributed			
Beban penjualan Selling Expenses	230.468	227.987	230.132
Imbal Jasa Karyawan (Komponen: Gaji, honor, tunjangan hari raya, jamsostek, tunjangan lainnya) Employee Fees (Salary, honorarium, holiday allowances, social security, and other benefits)	112.708	97.658	94.463
Pembayaran Dividen Kas kepada Pemilik Modal Entitas Induk dan Kepentingan Non Pengendali Payment of Cash Dividends to Parent Company Capital Owners and Non-Controlling Interests	5.261	0	32.593

## Achievement of Economic Performance in 2019

Throughout 2019, Wismilak recorded an increase in assets of 3.5% or to a value of Rp1,299.5 billion, and equity increased by 2.8% to Rp1,033.2 billion. Wismilak managed to achieve net sales of up to Rp1,393.6 billion, one of which consists of cigarette sales of Rp1,203.9 billion, with a sales volume of 1.3 billion cigarettes. Operating expenses increased by 3.47%, however, comprehensive income for the current year was still able to increase by 22.3% to Rp33.2 billion at the end of 2019.

Regardless of the increase or decrease in the dynamics of the economic situation, the achievement of economic performance remains significant in supporting sustainable development, including through tax payments to the Government and allocation of funds for community empowerment programs. In 2019, Wismilak paid taxes amounting to Rp8.24 billion and manifested the WISMILAK BERBAGI funds amounting to Rp13.91 billion.

Wismilak also prioritizes partnerships with local suppliers to meet industry needs. The percentage of Wismilak's local partnerships are 93% for suppliers of raw materials and supporting materials, with an average of 87% of raw materials and supporting materials in Wismilak are local materials.



(Jutaan Rupiah) (Million Rupiah)

Uraian Description	2019	2018	2017
Pembayaran Pajak kepada Pemerintah Tax Payments	8.236	30.181	39.714
Dana Tanggung Jawab Sosial Perusahaan (CSR) Community Empowerment Program Funds	33.973	35.341	23.504
<b>Jumlah Nilai Ekonomi Didistribusikan Total Economic Value Distributed</b>	<b>390.646</b>	<b>391.167</b>	<b>420.406</b>
<b>Nilai Ekonomi Ditahan Economic Value on Hold</b>	<b>1.017.153</b>	<b>1.032.761</b>	<b>1.066.339</b>

Keterangan: Sumber data dari Laporan Keuangan Konsolidasian *audited* dan Laporan Tahunan  
 Note: Source from the Audited Consolidated Financial Report and Annual Report

Selama periode pelaporan, Wismilak menerima fasilitas perpajakan dan kepabeanan setelah memperoleh persetujuan dari Menteri Keuangan untuk mengubah kawasan produksi dan penjualan *filter* menjadi Kawasan Berikat. [201-4]

During the reporting period, Wismilak received its tax and custom facilities after having obtained approval from the Ministry of Finance to change the filter production and sales area into a Bonded Zone. [201-4]

### Dampak Pertumbuhan Ekonomi [201-1] [204-1]

### Economic Growth Impact [201-1] [204-1]

Wismilak mengutamakan kemitraan dengan pemasok lokal untuk memenuhi kebutuhan utama produksi. Sebagian besar kebutuhan bahan baku produksi, seperti tembakau dan cengkeh, diperoleh dari perkebunan lokal yang masih berada dalam jangkauan satu provinsi dengan lokasi fasilitas produksi Wismilak, antara lain Madura, Gresik, dan Bojonegoro. Keutamaan pelibatan mitra lokal dalam rantai pasokan ini adalah untuk mendorong pertumbuhan, distribusi, dan inklusivitas ekonomi di daerah. [102-9] [204-1]

Wismilak prioritizes partnerships with local suppliers to fulfill the main needs of production. Most of the production raw materials, such as tobacco and cloves, are obtained from local plantations still within reach of the province with the location of Wismilak production facilities, including Madura, Gresik, and Bojonegoro. The importance of involving local partners in the supply chain is to promote growth, distribution and economic inclusiveness in the regions. [102-9] [204-1]



### Pengadaan Jasa

#### Procurement of Services [102-9] [204-1]

Jenis Mitra Type of Partner	Jumlah Pemasok Number of Suppliers			Nilai Kontrak Pekerjaan (Rp juta) Contract Value (Million Rupiah)		
	2019	2018	2017	2019	2018	2017
Perusahaan lokal *) Local companies *)	31	45	31	3.369	13.321	9.891
Perusahaan nasional **) National companies **)	18	13	18	299	299	514
<b>Jumlah Total</b>	<b>49</b>	<b>58</b>	<b>49</b>	<b>3.669</b>	<b>13.621</b>	<b>10.405</b>

Keterangan:  
 \*) Pemasok yang berkantor pusat di wilayah Provinsi Jawa Timur.  
 \*\*) Pemasok yang berkantor pusat di luar wilayah Provinsi Jawa Timur.

Note:  
 \*) Suppliers headquartered in East Java Province.  
 \*\*) Suppliers headquartered outside East Java Province.

## Pengadaan Barang

Procurement of Goods [102-9] [204-1]

Jenis Mitra Type of Partner	Jumlah Pemasok Number of Suppliers			Nilai Kontrak Pekerjaan (Rp juta) Contract Value (Million Rupiah)		
	2019	2018	2017	2019	2018	2017
Perusahaan lokal *) Local companies *)	1.603	1.535	1.598	45.575	33.910	37.132
Perusahaan nasional **) National companies **)	761	754	768	104.851	105.476	104.359
Perusahaan Asing Foreign companies	44	40	41	16.908	12.342	13.836
Jumlah Total	2.408	2.329	2.407	167.334	151.728	155.328

Keterangan:

\*) Pemasok yang berkantor pusat di wilayah Provinsi Jawa Timur.

\*\*\*) Pemasok yang berkantor pusat di luar wilayah Provinsi Jawa Timur.

Note:

\*) Suppliers headquartered in East Java Province.

\*\*\*) Suppliers headquartered outside East Java Province.

## Risiko dan Peluang Perubahan Cuaca

Risks and Opportunities due to Climate Change [201-2]

Perseroan menyadari, adanya isu perubahan iklim saat ini tentunya dapat menimbulkan risiko terhadap pengelolaan kinerja keberlanjutan setiap industri, termasuk pada Wismilak. Namun demikian, risiko yang disebabkan oleh perubahan iklim secara umum tidak terlalu berpengaruh signifikan terhadap aktivitas operasional.

Wismilak mengidentifikasi adanya pengaruh perubahan iklim terhadap salah satu dari tiga bahan baku utama yang digunakan dalam kegiatan operasional, yaitu tembakau. Adanya fluktuasi cuaca dan perubahan musim yang tidak lagi terprediksi mempengaruhi kualitas tembakau yang dipasok. Wismilak memiliki strategi dengan terus membina relasi yang baik dengan pemasok tembakau.

Untuk menjaga keberlanjutan keberadaan tembakau di pemasok, Wismilak melakukan pembelian dengan membedakan volume sesuai ketersediaan tembakau pada musim tertentu. Selain itu, untuk memitigasi risiko ketidakterdapatannya tembakau dari pemasok, Perseroan selalu memastikan tersedianya stok bahan baku yang memadai untuk 12 hingga 14 bulan.

The Company realizes that the current climate change issue can certainly pose a risk to the management of the sustainability performance of every industry, including Wismilak. However, risks caused by climate change generally do not significantly affect operational activities.

Wismilak identifies the effect of climate change on one of the three main raw materials used in operational activities, which is tobacco. Weather fluctuations and unpredictable seasonal change affects the quality of the tobacco supplied. Wismilak has a strategy by continuing good relations with tobacco suppliers.

To maintain the sustainability of the existence of tobacco in suppliers, Wismilak makes purchases by differentiating the volume according to the availability of tobacco in a certain season. In addition, to mitigate the risk of unavailability of tobacco from suppliers, the Company has always ensured that there is an adequate stock of raw materials for 12 to 14 months.

## Kewajiban Mengikutsertakan Karyawan dalam Jaminan Pensiun Obligation to Involve Employees in Pension Security [201-3]

Nilai ekonomi yang didistribusikan mencakup kewajiban Perseroan atas kepesertaan karyawan dalam Program Jaminan Pensiun yang diselenggarakan oleh Badan Penyelenggara Jaminan Sosial (BPJS) Ketenagakerjaan. Kepesertaan program Jaminan Pensiun diberikan kepada seluruh karyawan. Manfaat yang akan diperoleh karyawan bertujuan untuk mempertahankan derajat kehidupan layak bagi karyawan dan ahli warisnya dengan memberikan penghasilan setelah memasuki usia pensiun. Perseroan telah mengikuti aturan Pemerintah, besarnya iuran pensiun sebesar 3% dari total gaji pokok, yang perbulannya dibayarkan dengan metode 2% merupakan kontribusi Perseroan dan 1% dari gaji pokok karyawan.

The economic value distributed includes the Company's obligations for employee participation in the Pension Security Program organized by BPJS Ketenagakerjaan. The Pension Security program membership is given to all employees. The benefits that will be obtained by the employees are aimed to maintain a decent standard of living for employees and their heirs by providing income after their retirement. The Company has followed Government regulations where the amount of pension contribution is 3% of the total basic salary, which is paid monthly using the method of 2% Company's contribution and 1% of the employees' basic salary.



## Tanggung Jawab dan Pengembangan Produk Product Development and Responsibility



### Pendekatan Manajemen [103-1] [103-2] [103-3]

Tanggung jawab Wismilak pada produk dan pengembangannya diwujudkan dalam strategi diversifikasi produk, pelabelan sesuai Peraturan Pemerintah, memperhatikan bahan baku produk, evaluasi produk sebelum dipasarkan, serta komunikasi pemasaran yang strategis. Melalui Departemen Primary Production, Secondary Production, dan Quality Assurance, Wismilak memastikan pelaksanaan aktivitas pengelolaan kualitas produk dan ketentuan kandungan produk.

Wismilak bertanggung jawab dan memperhatikan kualitas, serta keamanan produk sesuai dengan regulasi industri rokok dan produk tembakau lainnya. Wismilak memastikan produk diterima konsumen dalam kondisi baik dan sesuai dengan permintaan pasar. Dalam menjalankan tanggung jawab kepada konsumen terkait produk, Wismilak merealisasikan dana sebesar Rp949,60 juta di tahun 2019.

### Komunikasi Pemasaran [417-3]

Pemasaran dan pelabelan produk-produk Wismilak diawasi langsung oleh Divisi Pemasaran, Quality Assurance, serta Sales & Field Marketing. Metode pemasaran dan penyematian label pada kemasan produk berguna untuk meningkatkan jangkauan profitabilitas dan menjaga loyalitas konsumen melalui penyesuaian tren permintaan pasar dan penjagaan kualitas produk.

Selain itu, pemasaran dan pelabelan merupakan salah satu bentuk kepatuhan pada peraturan perundang-undangan yang

### Management Approach [103-1] [103-2] [103-3]

Wismilak's responsibility for their products and development is manifested in a product diversification strategy, labeling according to government regulations, paying attention to raw materials, evaluating products before they are marketed, and strategic marketing communications. Through Department of Primary Production, Secondary Production and Quality Assurance, Wismilak ensures management activities of product quality and content.

Wismilak is responsible for and pays attention to the quality and safety of products in accordance with the regulation of cigarette and other tobacco products industry. Wismilak ensures that products are received by consumers in good condition and in accordance with market demand. In carrying out responsibilities to consumers regarding products, Wismilak manifested Rp949.60 million in funds in 2019.

### Marketing Communication [417-3]

The marketing and labeling of Wismilak products are directly supervised by the Marketing, Quality Assurance, and Sales & Field Marketing Divisions. The marketing and labeling methods on product packaging are useful for increasing the reach of profitability and maintaining consumer loyalty by adjusting to market demand trends and maintaining product quality.

In addition, marketing and labeling is a form of compliance with the prevailing laws and regulations. Wismilak has

berlaku. Wismilak telah mencantumkan peringatan kesehatan pada kemasan produk berupa gambar dan tulisan, sesuai dengan Peraturan Menteri Kesehatan No. 28 Tahun 2013 dan Peraturan Pemerintah No. 109 tahun 2012. Label tersebut berfungsi sebagai instrumen informasi dan komunikasi kepada masyarakat atau pelanggan agar dapat mengonsumsi produk secara aman dan bertanggung jawab. Usia konsumen yang boleh mengonsumsi produk minimal adalah 18 tahun ke atas.

Pada periode pelaporan, Wismilak tidak menerima pengaduan terkait insiden ketidakpatuhan komunikasi pemasaran, termasuk pelabelan. Demikian pula, tidak ada sanksi maupun denda yang ditujukan ke Perseroan.

### Informasi Produk [417-1] [417-2]

Sebagai sarana informasi bagi konsumen, pada kemasan produk juga tercantum kandungan substansi produk. Seluruh produk Wismilak telah mematuhi aturan terkait batas kadar tar dan nikotin dalam produk rokok. Wismilak terbuka terhadap keluhan, aduan, dan masukan dari konsumen dengan mencantumkan informasi suara konsumen di setiap kemasan.

### Pengembangan Produk Keberlanjutan

Wismilak mengedepankan basis penelitian, ilmu pengetahuan, dan teknologi dalam mengembangkan proses produksi dan produk. Penelitian yang dilakukan mencakup pengujian sampel produk agar kandungan tar dan nikotin pada produk lama dan baru tetap berada di ambang batas peraturan yang berlaku. Selain itu, Wismilak melaksanakan pengembangan produk berupa penggunaan material bervariasi yang mampu mereduksi biaya produk, menghasilkan produk yang mampu mengisi semua segmen pasar dan teknologi proses untuk menghasilkan produk yang berkualitas, serta sedang dalam proses penelitian untuk menghasilkan produk-produk yang ramah lingkungan. Sepanjang tahun 2019, Wismilak telah meluncurkan tujuh jenis produk baru dari hasil kegiatan riset dan pengembangan yang dilakukan.

included health warnings on product packaging in the form of pictures and writing, in accordance with the Minister of Health Regulation No. 28 of 2013 and Government Regulation no. 109 of 2012. The label functions as an instrument of information and communication to the public or customers to consume products safely and responsibly. The age of consumers who are allowed to consume the product is at least 18 years and over.

During the reporting period, Wismilak did not receive any complaint regarding incidents of non-compliance with marketing communications, including labeling. Likewise, there were no sanctions or fines aimed at the Company.

### Product Information [417-1] [417-2]

As a means of information to consumers, the product packaging also contains the product substance. All Wismilak products comply with regulations regarding tar and nicotine content limits in cigarette products. Wismilak is open to complaints and input from consumers by including information on consumer care service on each package.

### Sustainable Product Development

Wismilak prioritizes the basis of research, science, and technology in developing production processes and products. The research conducted includes testing product samples so that the tar and nicotine content in old and new products remain within the applicable regulatory threshold. In addition, Wismilak carries out product development in form of using varied materials which able to reduce cost production, producing product that able to fill all market segments and process technology in rise product quality, as well as in the research to produce environmentally friendly products. Throughout 2019, Wismilak has launched seven new types of products as a result of research and development activities implemented.

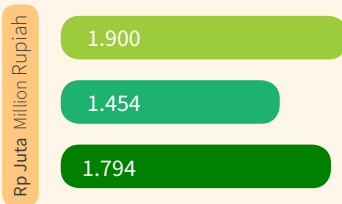


### Biaya Riset dan Pengembangan Research and Development Cost

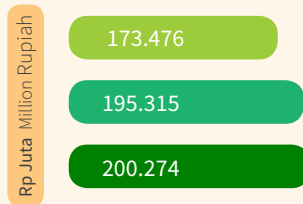
2019 2018 2017



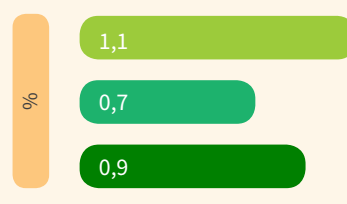
Biaya riset dan pengembangan  
Research and development cost



Total biaya operasional pabrik  
Total factory operational cost



Persentase biaya riset dan pengembangan  
Percentage of research and development cost



### Produk Baru New Products



### Pengawasan Produk dan Kepuasan Konsumen

[416-1] [416-2]

Wismilak mengawasi seluruh proses produksi dan distribusi produk dari hulu ke hilir. Sebelum tahap produksi dimulai, Wismilak melakukan inspeksi kelayakan terhadap sampel bahan baku yang akan digunakan. Ketika produk rokok telah diproduksi, evaluasi terhadap sampel produk kembali dilaksanakan untuk memastikan rasa produk telah sesuai dengan menggunakan metode *quality organoleptic panel*. Selanjutnya, sampel rokok yang telah dikemas diperiksa keamanan dan kelayakannya. Sebelum Wismilak mendistribusikan rokok dari pabrik, kembali dilakukan inspeksi final hingga sampel produk dipastikan telah sesuai spesifikasi.

Produk yang telah sampai di gudang maupun kantor distribusi dipastikan untuk tetap terjaga kualitas dan kelayakannya. Melalui serangkaian kegiatan, Wismilak mengawasi dan selalu menjaga *freshness* produk yang dipasarkan.

### Product Supervision and Consumer Satisfaction

[416-1] [416-2]

Wismilak oversees the entire process of production and distribution. Before the production stage begins, Wismilak conducts a quality inspection of the raw material samples to be used. When the cigarette product has been produced, an evaluation of the product sample is carried out again to ensure that the taste of the product matches the quality organoleptic panel method. Next, the packaged cigarette sample is checked for safety and quality. Before the cigarettes are distributed from the factory, a final inspection is carried out again until the product sample is confirmed to be in accordance with specifications.

The quality of products that have arrived at the warehouse and distribution office is ensured. Through a series activities, Wismilak monitors and always oversee the product freshness in the market.

Seluruh keluhan, aduan, dan masukan konsumen diterima dengan baik oleh Perseroan melalui Suara Konsumen. Wismilak menindaklanjuti semua pengaduan, maupun saran dan kritik sesuai dengan standar layanan yaitu maksimal 7 hari.

All complaints and inputs are well received by the Company through the Consumer Care service. Wismilak follows up all complaints, criticisms, and suggestions according to service standards, which is a maximum of 7 days.



# SUARA KONSUMEN

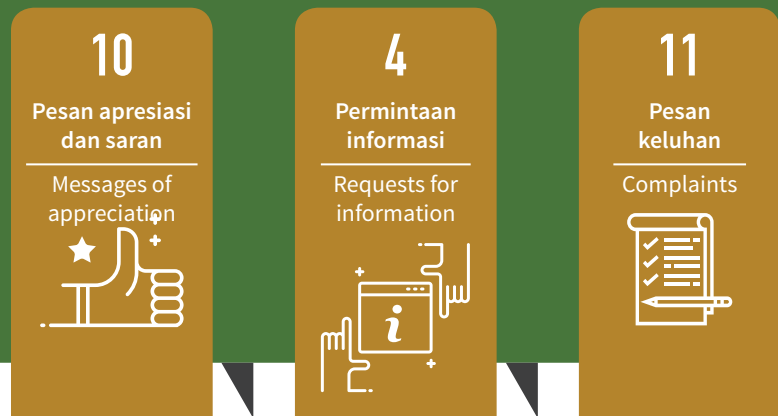
suarakonsumen@wismilak.com

Saluran Pengaduan Konsumen:  
Consumer Complaint Line:

Suara Konsumen  
PO BOX Wismilak Jakarta  
suara.konsumen@wismilak.com  
Consumer Care  
PO BOX Wismilak Jakarta  
suara.konsumen@wismilak.com

Selama tahun 2019, Wismilak menerima 25 pesan di Suara Konsumen yang terdiri dari 10 pesan apresiasi dan saran, 11 pesan keluhan, dan 4 permintaan informasi. Dari 11 pesan keluhan, Wismilak telah menyelesaikan seluruh (100%) keluhan sesuai dengan SOP yang berlaku. Sepanjang tahun 2019, Wismilak tidak dikenakan sanksi ataupun denda karena insiden ketidakpatuhan terhadap regulasi yang menghasilkan adanya peringatan produk.

Throughout 2019, Wismilak received 25 messages on Consumer Care consisting of 10 messages of appreciation and suggestions, 11 complaints, and 4 requests for information. Of the 11 complaints, Wismilak has resolved all (100%) complaints in accordance with the applicable Standard Operating Procedure. Throughout 2019 Wismilak was not subject to sanctions or fines for incidents of non-compliance with regulations that resulted in a product warning.



## Kinerja Sosial Social Performance

3 KEHIDUPAN SEHAT DAN SEJAHTERA



4 PENDIDIKAN BERKUALITAS



8 PEKERJAAN LAYAK DAN PERTUMBUHAN EKONOMI



10 BERKURANGNYA KESEJANGAN



## Pengelolaan Sumber Daya Manusia Human Resources Management

### Pendekatan Manajemen [103-1] [103-2] [103-3]

Sumber daya manusia (SDM) merupakan aspek penting yang mendukung keberlangsungan usaha Perseroan. Sebagai salah satu pemangku kepentingan yang berperan signifikan, Wisnilak senantiasa memerhatikan SDM dengan seksama, mulai dari perekrutan, pemenuhan hak dan kewajiban, kesetaraan, perlindungan di tempat kerja, dan lainnya agar kinerja karyawan dapat maksimal. Data karyawan dalam laporan ini mencakup karyawan dari PT Wisnilak Inti Makmur Tbk selaku Entitas Induk, serta PT Gelora Djaja dan PT Gawih Jaya selaku Entitas Anak.

Pengelolaan SDM Wisnilak berada di bawah koordinasi Divisi Human Resources. Komitmen Wisnilak dalam mengelola dan menjaga hubungan baik dengan karyawan tertuang dalam Peraturan Perusahaan (PP) dan Perjanjian Kerja Bersama (PKB) yang dirumuskan bersama dengan Serikat Pekerja sesuai Undang-Undang No. 13 tahun 2013 tentang Ketenagakerjaan. Seluruh karyawan di entitas induk dan PT Gawih Jaya tercakup dalam PP, sementara PKB berlaku di entitas PT Gelora Djaja. PKB mencakup 100% karyawan non staf atau operasional dengan status karyawan tetap dan kontrak, seperti buruh luring atau operator. [102-41]

### Management Approach [103-1] [103-2] [103-3]

Human Resources (HR) is an important aspect that supports the continuity of the Company's business. As one of the significant stakeholders, Wisnilak pays close attention to HR, from recruitment, fulfillment of rights and obligations, equality, protection in the workplace, and others so that employee performance may be maximized. Employee data in this report includes employees from PT Wisnilak Inti Makmur Tbk as the Parent Company, as well as PT Gelora Djaja and PT Gawih Jaya as Subsidiaries.

Wisnilak's HR Management is under the coordination of the Human Resources Division. Wisnilak's commitment in managing and maintaining good relations with employees is contained in Company Regulations (CR) and Collective Labor Agreement (CLA) which were formulated together with the Workers Union in accordance with Law No. 13 of 2013 regarding Manpower. All employees in the Parent Company and PT Gawih Jaya are encompassed in the CR, whereas the CLA applies in PT Gelora Djaja. The CLA encompasses 100% non-staff or operational employees with permanent and contract status, such as rolling or operator workers. [102-41]





## Seluruh karyawan Wismilak dapat mengakses informasi terkait kebijakan pengelolaan dan aktivitas karyawan pada situs [care.wismilak.com](http://care.wismilak.com), intranet, dan fasilitas *e-newsletter* Berita Wismilak.

All Wismilak employees can access information related to management policies and employee activities on the website [care.wismilak.com](http://care.wismilak.com), intranet, and the Wismilak News e-newsletter facility.

### Kesetaraan Kesempatan Kerja

Wismilak memberikan kesempatan kerja dan pengembangan karir yang setara kepada seluruh tenaga kerja dan karyawan dengan prinsip non-diskriminasi atas agama, ras, suku, dan gender. Kesempatan tersebut diberikan dengan dasar pertimbangan keterampilan, kemampuan, pengalaman, dan kinerja tiap individu yang sesuai dengan kebutuhan Perseroan. Wismilak juga memastikan tidak adanya praktik tenaga kerja paksa maupun tenaga kerja anak, dengan menetapkan usia minimum karyawan baru yaitu 19 tahun.

Kesempatan kerja Wismilak ditawarkan melalui beberapa metode rekrutmen sesuai dengan level organisasi. Perekrutan tenaga kerja di level manager dilakukan melalui program Management Trainee dan *professional hiring*, sedangkan perekrutan posisi pelaksana kerja melalui rekrutmen fungsional. Di tahun 2019, Wismilak merekrut 999 karyawan baru. Di sisi lain, Wismilak telah memiliki kebijakan ketenagakerjaan terkait pengunduran diri dan perputaran karyawan serta pengelolaannya agar tetap menjaga keseimbangan kegiatan operasional.

### Profil Karyawan [102-8]

Data profil karyawan Wismilak berikut mencakup karyawan tetap dan kontrak, termasuk tenaga kerja untuk proyek singkat (*project based*) Perseroan.

### Equal Employment Opportunities

Wismilak provides equal employment opportunities and career development to all workers and employees with a non-discrimination principle on religion, race, ethnicity, and gender. These opportunities are given based on the consideration of the skills, abilities, experience and performance of each individual according to the needs of the Company. Wismilak also ensures that there are no forced or child labor practices, by setting the minimum age for new employees to be 19 years old.

Employment opportunities in Wismilak are offered through several recruitment methods according to the organizational level. Recruitment at the manager level is carried out through the Management Trainee program and professional hiring, meanwhile recruitment for job executor positions through functional recruitment. In 2019, Wismilak recruited 999 new employees. On the other hand, Wismilak has an employment policy regarding resignation and employee turnover and its management in order to maintain the balance of operational activities.

### Employee Profile [102-8]

The following data of Wismilak employee profiles includes permanent and contract employees, including project-based manpower for the Company.

### Komposisi Karyawan Berdasarkan Jenis Kelamin Composition of Employee Based on Gender

Jenis Kelamin Gender	2019			2018		
	PT Gelora Djaja	PT Wismilak Inti Makmur	PT Gawih Jaya	PT Gelora Djaja	PT Wismilak Inti Makmur	PT Gawih Jaya
Laki-laki Male	626	73	1.138	647	80	1.037
Perempuan Female	1.884	17	132	2.087	16	143
Sub Jumlah Subtotal	2.510	90	1.270	2.734	96	1.180
Jumlah Total		3.870			4.010	

### Komposisi Karyawan Berdasarkan Status Kepegawaian Composition of Employee Based on Employment Status

Status Kepegawaian Employment Status	2019			2018		
	PT Gelora Djaja	PT Wismilak Inti Makmur	PT Gawih Jaya	PT Gelora Djaja	PT Wismilak Inti Makmur	PT Gawih Jaya
Tetap Permanent	2.486	86	861	2.710	92	927
Tidak Tetap Temporary	24	4	131	24	4	239
Project (Launching) Project (Launching)	0	0	270	0	0	14
Sub Jumlah Subtotal	2.510	90	1.270	2.734	96	1.180
Jumlah Total		3.870			4.010	

### Komposisi Karyawan Berdasarkan Level Organisasi Composition of Employee Based on Organizational Level

Level Organisasi Organizational Level	2019			2018			2017		
	PT Gelora Djaja	PT Wismilak Inti Makmur	PT Gawih Jaya	PT Gelora Djaja	PT Wismilak Inti Makmur	PT Gawih Jaya	PT Gelora Djaja	PT Wismilak Inti Makmur	PT Gawih Jaya
Manager ke atas (termasuk Kepala Divisi dan Direktur) Manager upwards (including Head of Divisions and Directors)	43	3	43	41	4	49	45	4	50
Staf Staff	200	21	504	199	23	483	197	13	565
Non-Staf Non-Staff	2.267	66	723	2.494	69	648	2.836	51	1.131
Sub Jumlah Subtotal	2.510	90	1.270	2.734	96	1.180	3.078	68	1.746
Jumlah Total		3.870			4.010			4.892	

### Komposisi Manajer Berdasarkan Gender Composition of Manager Based on Gender

Gender Gender	2019	2018	2017
Laki-Laki Male	74	80	86
Perempuan Female	15	14	13
Jumlah Total	89	94	99



### Komposisi Karyawan Berdasarkan Usia Composition of Employee Based on Age

Rentang Usia Age Range	2019			2018			2017		
	PT Gelora Djaja	PT Wisnilak Inti Makmur	PT Gawih Jaya	PT Gelora Djaja	PT Wisnilak Inti Makmur	PT Gawih Jaya	PT Gelora Djaja	PT Wisnilak Inti Makmur	PT Gawih Jaya
>50 tahun >50 years old	39	3	58	35	2	52	23	0	33
41-50 tahun 41-50 years old	430	19	233	374	14	232	296	9	215
31-40 tahun 31-40 years old	1.209	32	580	1.145	27	468	1.381	25	658
<31 tahun <31 years old	832	36	399	1.180	53	428	1.378	34	840
Sub Jumlah Subtotal	2.510	90	1.270	2.734	96	1.180	3.078	68	1.746
Jumlah Total		3.870			4.010			4.892	

### Komposisi Karyawan Berdasarkan Pendidikan Composition of Employee Based on Education

Pendidikan Education	2019			2018			2017		
	PT Gelora Djaja	PT Wisnilak Inti Makmur	PT Gawih Jaya	PT Gelora Djaja	PT Wisnilak Inti Makmur	PT Gawih Jaya	PT Gelora Djaja	PT Wisnilak Inti Makmur	PT Gawih Jaya
Pasca Sarjana Postgraduate	4	2	2	6	2	3	6	2	2
Sarjana Bachelor	178	19	402	170	24	399	172	13	483
Diploma Diploma	60	7	53	65	7	81	69	5	138
Sekolah Menengah Atas (SMA) High School	1.168	56	779	1.258	57	672	1.379	42	1.087
< SMA < High School	1.098	6	34	1.235	6	25	1.452	6	36
Sub Jumlah Subtotal	2.510	90	1.270	2.734	96	1.180	3.078	68	1.746
Jumlah Total		3.870			4.010			4.892	

## Pelatihan dan Pengembangan Kompetensi Karyawan [404-1]

Wismilak menyediakan kesempatan yang setara bagi seluruh karyawan untuk mengikuti program pengembangan kompetensi dalam rangka pemeliharaan dan peningkatan kualitas SDM yang kompeten, unggul, dan berdaya saing tinggi sesuai kebutuhan jabatan. Pengembangan kompetensi karyawan diselenggarakan baik secara internal maupun eksternal. Sepanjang tahun 2019, Wismilak telah merealisasikan dana pengembangan karyawan sebesar Rp139,66 juta dan mengikutsertakan 3.026 karyawan dalam 20.345 jam pelatihan.

## Employee Competency Training and Development [404-1]

Wismilak provides equal opportunities for all employees to participate in competency development programs in order to maintain and improve the quality of human resources who are competent, superior, and highly competitive according to the needs of the position. Employee competency development programs are conducted both internally and externally. Throughout 2019, Wismilak has manifested employee development funds amounted to Rp139.66 million and enrolled 3,026 employees in 20,345 hours of training.

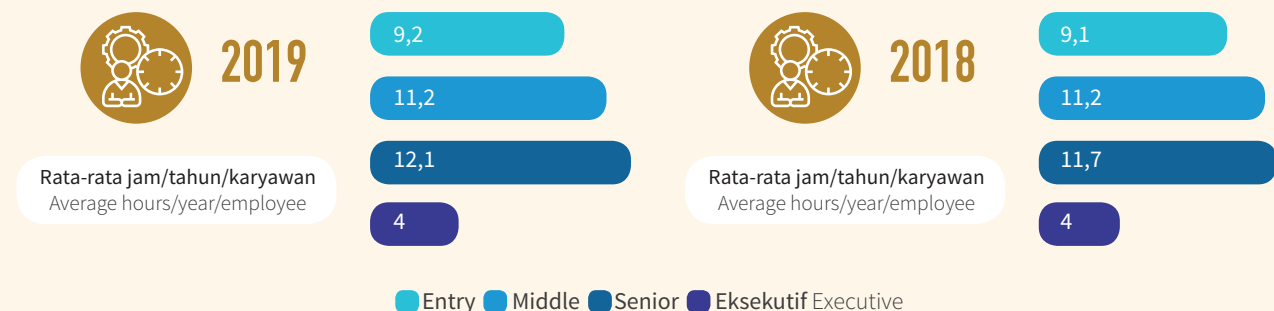
Area Kerja Work Area	Peserta Participants	Jam Pelatihan Training Hours
Factory	1.966	5.731
Human Resources	106	683
Sales Field Marketing	800	11.360
IT	36	1.845
Marketing	49	174
WIM Filter	63	504
Internal Audit	6	48
<b>Jumlah Total</b>	<b>3.026</b>	<b>20.345</b>

Peserta Pelatihan Berdasarkan Area Kerja  
Training Participants Based on Work Area

Pelatihan karyawan diberikan secara berjenjang, meliputi seluruh karyawan, baik karyawan tetap maupun karyawan tidak tetap, dimulai dari tingkat *basic* untuk non staf dan staf, tingkat *manajemen entry* untuk *Supervisor* dan *Junior Manager*, tingkat manajemen menengah untuk *Middle Manager*, tingkat manajemen senior untuk *senior manager* dan kepala divisi, serta pelatihan dan pengembangan untuk tingkat eksekutif yaitu Direksi.

Employee training is given in levels, covering all employees both permanent and temporary employees. Starting from the basic level for non-staff and staff, entry management level for Supervisors and Junior Managers, middle management level for Middle Manager, senior management level for Senior Managers and division heads, as well as training and development for the executive level, which is the Board of Directors.

## Rata-rata Jam Pelatihan Karyawan Berdasarkan Jenjang Average Hours of Employee Training Based on Level [404-1]



## Pelatihan Karyawan

### Employee Training

Area Kerja Working Area	Level Level	2019	2018
Pabrik Factory	Non Staff	1.325	1.631
	Staff	254	111
	Supervisor	297	97
	Junior Manager	79	23
	Middle Manager	9	9
	Senior Manager	2	1
	<b>Jumlah Total</b>		<b>1.966</b>

Area Kerja Working Area	Level Level	2019	2018
Penjualan & Pemasaran Lapangan Sales & Field Marketing	Non Staff	633	857
	Staff	9	19
	Supervisor	125	151
	Junior Manager	12	50
	Middle Manager	16	23
	Senior Manager	5	4
	<b>Jumlah Total</b>		<b>800</b>

Area Kerja Working Area	Level Level	2019	2018
HRD HRD	Non Staff	44	60
	Staff	12	19
	Supervisor	21	26
	Junior Manager	15	3
	Middle Manager	9	5
	Senior Manager	5	1
	<b>Jumlah Total</b>		<b>106</b>

Area Kerja Working Area	Level Level	2019	2018
WIM Filter WIM Filter	Non Staff	32	30
	Staff	8	14
	Supervisor	17	26
	Junior Manager	5	6
	Middle Manager	1	4
	Senior Manager	0	1
	<b>Jumlah Total</b>		<b>63</b>

Area Kerja Working Area	Level Level	2019	2018
IT IT	Non Staff	1	1
	Staff	15	19
	Supervisor	13	20
	Junior Manager	5	21
	Middle Manager	1	7
	Senior Manager	1	3
	<b>Jumlah Total</b>		<b>36</b>

Area Kerja Working Area	Level Level	2019	2018
Audit Internal Internal Audit	Non Staff	0	0
	Staff	3	2
	Supervisor	1	6
	Junior Manager	2	1
	Middle Manager	0	0
	Senior Manager	0	0
	<b>Jumlah Total</b>		<b>6</b>

Area Kerja Working Area	Level Level	2019	2018
Pemasaran Marketing	Non Staff	0	0
	Staff	12	62
	Supervisor	30	109
	Junior Manager	2	0
	Middle Manager	4	25
	Senior Manager	1	6
	<b>Jumlah Total</b>		<b>49</b>

Area Kerja Working Area	Level Level	2019	2018
MaM's MaM's	Executive	0	0

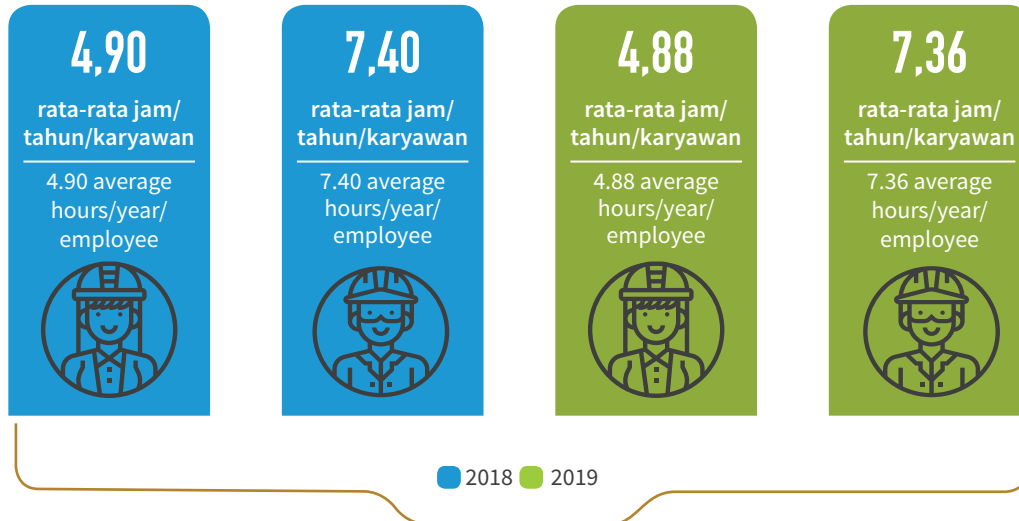
**Jumlah Partisipan**  
Total Participants

● 2019 ● 2018

**3.026**

**3.453**

### Pelatihan Karyawan Berdasarkan Gender [401-1] Employee Training Based on Gender



Selain itu, Perseroan juga memiliki program pengembangan kompetensi untuk masa transisi karyawan, baik transisi karyawan baru, transisi jenjang jabatan, dan pengalihan fungsi pekerjaan. Metode pelatihan yang digunakan biasanya *inclass*, *on the job training*, *off the job training*, dan *e-learning*. Pemberian wawasan dalam masa transisi dilakukan melalui program orientasi karyawan baru, *I'm In Program*, yang bertujuan mengenalkan visi, misi, *core bisnis*, nilai-nilai Perseroan, Peraturan Perusahaan dan budaya organisasi, serta area yang menjadi tanggung jawab pekerjaan mereka sesuai dengan fungsi, peran dan kedudukannya masing-masing. Perseroan juga memberikan pelatihan *softskill*, *technical*, dan *leadership* berdasarkan hasil analisis kebutuhan pelatihan kepada karyawan dalam rangka pemenuhan kompetensi selama menjalankan tugas dan tanggung jawabnya agar tercapai tujuan jabatan yang telah ditentukan. Bagi karyawan yang akan melakukan promosi dari level harian ke level mingguan akan mendapatkan pelatihan Program Pendidikan Kandidat Karyawan Mingguan (PPKKM). Hingga 2019, Perseroan belum memiliki pelatihan ataupun pembekalan untuk karyawan yang memasuki masa pensiun. [404-2]

The Company also has competency development programs for employee transition periods, including new employee transitions, position transitions, and job function transfers. The training methods used are usually in class, on the job training, off the job training, and e-learning. The provision of insights during the transition period is carried out through the new employee orientation program, *I'm In Program*, which aims to introduce the vision, mission, core of business, corporate values, Company Regulations, and organizational culture, as well as the areas that are their job responsibilities in accordance with their respective functions, roles and positions. The Company also provides softskill, technical, and leadership training based on the analysis of training needs for employees to fulfill competence while carrying out their duties and responsibilities in order to achieve predetermined job goals. For employees who will carry out promotions from the daily level to the weekly level, they will receive a Weekly Employee Candidate Education Program (PPKKM) training. Until 2019, the Company has had no training or provision for employees entering retirement. [404-2]

### Evaluasi Kompetensi dan Penilaian Kerja [404-3]

Perseroan memperhatikan kebutuhan pengembangan yang dirasakan karyawan melalui *talent review & performance appraisal* dalam rangka meninjau kinerja dan evaluasi kerja. Proses tinjau potensi dan evaluasi kerja dilakukan berdasarkan

### Competency Evaluation and Job Assessment [404-3]

The Company pays attention to development needs felt by employees through talent reviews & performance appraisal in order to review performance and job evaluation. The process of reviewing potential and job evaluation is carried out based on the

sistem *9-box* dan *performance appraisal* yang dilakukan oleh atasan dan dikaji ulang bersama oleh Kepala Divisi dan Direksi. Hasil ini dapat digunakan untuk mengidentifikasi kebutuhan pengembangan sesuai kondisi operasional.

Wismilak menerapkan prinsip kesejahteraan dalam menjalankan kebijakan remunerasi, dan dipengaruhi oleh hasil penilaian kaji ulang dan evaluasi kerja karyawan. Evaluasi kinerja karyawan, akan ditinjau dan dirumuskan setiap dua kali dalam setahun, sedangkan penilaian potensi karyawan ditinjau setiap satu kali dalam setahun. Per akhir 2019, 77% karyawan Wismilak telah menerima evaluasi kerja dan 89% telah menerima evaluasi potensi.

## Kesejahteraan Karyawan

Wismilak memiliki skema pemenuhan kesejahteraan karyawan yang ditetapkan berbasis konsep "*Pay for Performance*", sesuai dengan karakteristik industri dan bisnis Wismilak. Pelaksanaan kebijakan remunerasi didasarkan pada evaluasi kinerja periodik seseorang.

Selain pendapatan tetap berupa gaji bulanan, karyawan juga menerima manfaat lain diantaranya *Car for Manager* yaitu fasilitas kendaraan untuk *level manager*, fasilitas asuransi kesehatan melengkapi program Jaminan Kesehatan Pemerintah, kesempatan yang sama untuk meningkatkan jenjang karir dalam bentuk promosi bagi karyawan yang berprestasi, dan tersedianya fasilitas sarana olahraga. Kegiatan klub olahraga dilaksanakan setiap akhir pekan. Kegiatan tersebut dapat menjadi media bagi Insan Wismilak untuk memperkokoh solidaritas antar karyawan, serta bentuk dukungan Perseroan untuk mendorong keseimbangan hidup karyawan (*work life balance*). Perseroan mendorong setiap karyawan untuk mengikuti kegiatan klub olahraga yang terdiri atas bola voli, bulu tangkis, senam, futsal, sepak bola, dan yoga. Manfaat lain yang diperoleh karyawan tetap adalah penghargaan masa bakti karyawan serta penghargaan karyawan teladan.

Pada prinsipnya Perseroan menghargai hak-hak karyawan untuk meningkatkan produktivitas untuk kemajuan bersama. Sesuai dengan nilai-nilai Wismilak yaitu Bersama Meraih Sukses.

Kesehatan karyawan juga menjadi salah satu aspek kesejahteraan karyawan yang diperhatikan Perseroan. Untuk itu, Perseroan menyediakan pemeriksaan kesehatan karyawan secara berkala di klinik yang disediakan di lingkungan operasi. [403-3] [403-6]

9-box system and performance appraisal conducted by superiors and is reviewed jointly by the Head of Division and the Board of Directors. The results can be used to identify development needs according to operational conditions.

Wismilak applies the principle of welfare in carrying out the remuneration policy, and is affected by the results of the review and evaluation of employee work. Employee performance evaluation will be reviewed and formulated twice a year, whereas the employee potential assessment will be reviewed once a year. As of the end of 2019, 77% of Wismilak employees had received job evaluations and 89% had received potential evaluations.

## Employee Welfare

Wismilak has an employee welfare fulfillment scheme based on the concept of "Pay for Performance", according to the Wismilak's industry and business characteristic. The implementation of the remuneration policy based on individual periodic performance evaluation.

In addition to monthly salaries as regular income, employees also receive other benefits including Car for Manager, which a vehicle facilities for managerial levels, health insurance facilities complement the Government's Health Insurance program, the same opportunity to advance career paths in the form of promotions for high achieving employees, and the availability of sports facilities. Sports club activities are carried out every weekend. These activities can be a medium for Wismilak's employees to strengthen the solidarity among employees, as well as a form of the Company supports to encourage employee's work life balance. The Company encourages every employee to participate in sports club activities such as volleyball, badminton, gymnastics, futsal, soccer and yoga. Other benefits obtained by permanent employees are the employee service awards and exemplary employee awards.

The Company has a principle to respects the employee rights to increase their productivity for mutual progress, in accordance with Wismilak's values, Reaching Success Together.

Employee health is also one of the aspects of employee welfare concerned by the Company. Therefore, the Company provides regular employee medical check up at clinics provided in the operating environment. [403-3] [403-6]

Manfaat dan sarana lain yang dapat diakses oleh karyawan adalah tersedianya ruang laktasi bagi ibu menyusui. Perseroan juga memiliki kebijakan yang mengatur ibu hamil, yakni berhak mendapatkan cuti selama tiga bulan. Wismilak memastikan bahwa lingkungan kerja Perseroan tetap layak dan aman bagi setiap karyawan.

Benefits and other facilities accessible by the employees are the availability of lactation rooms for nursing mothers in the work area. The Company also has a policy which regulates that pregnant employees are entitled to three months of leave. Wismilak ensures that the work environment of the Company is proper and secure for every employee.

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## Lingkungan Kerja yang Layak dan Aman

### Safe and Appropriate Workplace Environment [403-1]

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Perseroan memiliki kebijakan anti pelecehan seksual dan diskriminasi SARA yang tercantum pada kode etik Wismilak untuk menciptakan lingkungan kerja yang kondusif, sehingga dapat mendukung kebutuhan tiap pemangku kepentingan untuk menjalankan kegiatan operasional Perseroan. Wismilak tidak memberikan toleransi segala bentuk pelanggaran norma asusila, baik secara verbal, fisik, maupun perilaku yang diskriminatif dan intimidatif. Wismilak akan menindak tegas tiap Insan Wismilak maupun mitra kerja terkait yang melanggar ketentuan tersebut melalui pemberian peringatan maupun sanksi.

The Company develops a safe and appropriate workplace environment for all the employees. The Company has an anti-sexual harassment and anti racial and religion discrimination policies listed in the Wismilak's code of Ethics in order to create a conducive work environment, hence supporting the needs of each stakeholders to conduct operational activity in the Company. Wismilak does not tolerate any violation of moral norms, whether verbally, physically, or any discriminative and intimidated actions. A decisive action will be taken by Wismilak towards each Wismilak Personnel and work partners that violate the policies through warning and disciplinary action.

Wismilak terus berupaya menciptakan budaya kerja aman dan budaya sadar risiko dalam diri tiap karyawan, sehingga dampak negatif dari kegiatan operasi terhadap kesehatan dan keselamatan karyawan dapat dicegah. Lingkungan kerja yang layak dan aman diwujudkan sesuai dengan prinsip-prinsip K3 dalam Undang-Undang No. 1 tahun dan Kebijakan K3 Perseroan yang implementasinya tertuang dalam PKB.

Wismilak strives to create a safe work culture and risk-awareness culture in every employee to prevent any negative impact of operational activities on employee health and safety. Safe and appropriate workplace environment is conducted through OHS principles regulated in Law no. 1 of 1970 and the Company's OHS policy stipulated in CLA.



## Prinsip dan Manajemen K3

Kesadaran terhadap prinsip-prinsip K3 kepada karyawan selalu disosialisasikan di setiap kesempatan, antara lain melalui kegiatan Pelatihan K3, *Training Safety Riding*, *Training PMK*, dan *Training Emergency Response*, Inspeksi Alat Pemadam Api, dan Inspeksi Lingkungan Kerja. Kegiatan-kegiatan tersebut dilakukan untuk memastikan lingkungan kerja bebas dari faktor-faktor penyebab kecelakaan kerja. [403-2] [403-4] [403-5]

Selain itu, Wismilak memiliki program pelatihan dan simulasi tanggap darurat yang dilakukan secara berkala. Program rutin ini terdiri atas pelatihan Pertolongan Pertama pada Kecelakaan (P3K) dan pelatihan proses evakuasi bencana alam, kebakaran, dan situasi darurat lainnya. Tidak hanya pelatihan, Perseroan juga melengkapi alat keamanan pada fasilitas pabrik, seperti alat pemadam kebakaran, sistem alarm, *hydrant*, *sprinkler*, tabung oksigen, peralatan P3K, dan tandu. Keamanan fasilitas pabrik dan mesin diarahkan dengan Standar Operasional Prosedur (SOP) yang berlaku, guna karyawan tidak salah dalam mengoperasikan peralatan penunjang, sehingga dapat meminimalkan potensi kecelakaan kerja. [403-3] [403-4]

Wismilak mengelompokkan tipe kecelakaan kerja ke dalam tiga kategori, yakni kecelakaan lalu lintas, *unsafe action*, dan *unsafe condition*. Pada tahun 2019, Wismilak mencatat sebanyak 116 kejadian kecelakaan kerja terhadap karyawan di lingkungan Perseroan. Kecelakaan tersebut terdiri atas 84 kasus kecelakaan lalu lintas di luar lingkungan Perseroan, 32 kasus karena *unsafe action* dan nihil kasus karena *unsafe condition*.

Berbagai upaya dan kebijakan untuk meminimalkan risiko kecelakaan kerja terus dilaksanakan oleh Perseroan melalui berbagai program yang telah direncanakan. Di tahun 2019, Wismilak telah merealisasikan dana sebesar Rp325,95 juta untuk operasional *Safety Subdepartment*, kegiatan K3, penyediaan alat pemadam kebakaran dan APD di masing-masing departemen, dan investasi untuk keamanan. [403-2]

## Occupational Health and Safety Management and Principles

The Company seized every opportunity to raise awareness on OHS principles for the employee, among then are through OHS Training, *Safety Riding Training*, *Fire Extinguishing Training*, and *Emergency Response Training*, also Inspection on Fire Extinguisher and Workplace Environment. These activities were done to ensure the workplace environment is free from the causes of workplace accidents. [403-2] [403-4] [403-5]

In addition, Wismilak also held routine emergency response training and simulation regularly. This programme consists of First Aid Training and training on the evacuation process during natural disasters, fires, and other emergency situations. The Company also equips the factory with safety equipment such as alarm system, hydrant, sprinkler, oxygen supply, first aid kits, and stretchers. The safety of the factory and its machine is regulated with an SOP to ensure the correct usage of supporting tools, hence minimize the potential of work accidents. [403-3] [403-4]

Wismilak classifies the type of work accidents into three categories, which are traffic accidents, unsafe actions, and unsafe conditions. In 2019, Wismilak recorded 116 work accidents that occurred in the workplace environment. The accidents consist of 84 traffic accidents cases within the Company's environment, 32 unsafe action and zero unsafe condition cases.

Various actions and policies to reduce the risk of workplace accidents are implemented through various programs. In 2019, Wismilak has realized Rp 325,95 million of budget for operation at *Safety Subdepartment*, OHS activities, fire extinguisher equipment and PPE (Personal Protective Equipment) for each department, and investment for security. [403-2]

## Kinerja K3

Wismilak menerima Penghargaan K3 dari Pemerintah Provinsi Jawa Timur dan Penghargaan Kecelakaan Nihil dari Kementerian Ketenagakerjaan. Kedua penghargaan ini diterima oleh PT Gelora Djaja atas prestasinya mencapai 7.881.632 jam kerja orang tanpa kecelakaan kerja selama periode 1 November 2013 - 31 Oktober 2018.

## OHS Performance

Wismilak received the OHS Award from East Java Province Government and Zero Accident Award from the Ministry of Manpower. Both of these awards were received by PT Gelora Djaja for its achievement in recording 7,881,632 working hours of zero accidents during the period November 1, 2013 to October 31, 2018.

### Tingkat dan Jumlah Kecelakaan Kerja

Total and Rate of Work Accidents [403-9]

Kecelakaan Kerja Work Accidents	Satuan Unit	Tahun Year		
		2019	2018	2017
<b>Kegiatan Operasi Wismilak (Entitas Anak - PT Gelora Djaja)</b> Wismilak Operational Activities (Subsidiaries - PT Gelora Djaja)				
Ringan Mild	Orang People	13	10	19
Sedang Moderate		18	28	25
Berat Severe		1	0	0
Fatal (Meninggal) Fatal (Deadly Accident)		0	0	0
Lost Time Injury (LTI) Lost Time Injury (LTI)		%	0,017	0,018
Injury Frequency Rate (IFR) Injury Frequency Rate (IFR)	Orang/juta jam kerja Person/million working hours	6,8	6,9	8,9
<b>Kegiatan Operasi Perusahaan Mitra Kerja</b> Partners' Operational Activities				
Ringan Mild	Orang People	0	0	1
Sedang Moderate		0	1	2
Berat Severe		0	0	0
Fatal (Meninggal) Fatal (Deadly Accident)		0	0	0
Lost Time Injury (LTI) Lost Time Injury (LTI)		%	0,00	0,04
Injury Frequency Rate (IFR) Injury Frequency Rate (IFR)	Orang/juta jam kerja Person/million working hours	0	25,2	49,9

#### Keterangan:

**Ringan:** Kecelakaan yang tidak menimbulkan hari kerja hilang  
**Sedang:** Kecelakaan yang menimbulkan hari kerja hilang tidak lebih dari 21 hari kerja dan tidak menyebabkan kehilangan anggota badan atau fungsi badan  
**Berat:** Kecelakaan yang menimbulkan hari kerja hilang lebih dari 21 hari kerja dan atau menyebabkan kehilangan anggota badan atau fungsi badan  
**Fatal:** Kecelakaan yang menyebabkan kematian  
**IFR:** (Jumlah kasus kecelakaan kerja dalam 1 tahun x 1 juta) / (jam kerja selama 1 tahun)  
**LTI:** (Jumlah jam kerja hilang dalam 1 tahun) / (jam kerja selama 1 tahun) \* 100%

#### Notes:

**Mild:** Accident does not result in any working day loss  
**Moderate:** Accident that causes no more than 21 working day loss and does not causes loss of limbs or body functions  
**Severe:** Accident that causes more than 21 working days loss and/or causes loss of limbs or body functions  
**Fatal:** Accident that causes death  
**IFR:** (Number of work accident cases in 1 year x 1 million) / (working hours for 1 year)  
**LTI:** (Number of hours worked lost in 1 year) / (working hours for 1 year) x 100%

Perseroan menentukan *work-related hazards* yang memiliki risiko tinggi terhadap keselamatan kerja berdasarkan hasil *assessment* dengan metode *Failure Mode and Effect Analysis* (FMEA). Selama tahun 2019, *hazard* yang teridentifikasi bersifat minor dan tidak menjadi penyebab *fatality*. Wismilak berupaya mengurangi potensi *hazard* dan risiko yang ditimbulkan, melalui *Safety Briefing*, Sosialisasi K3, Pelatihan K3, dan Audit K3. [403-9]

The Company categorized high-risk work-related hazards based on the result of Failure Mode and Effect Analysis (FMEA) assessment. In 2019, the identified hazards were minors and did not resulted in fatality. Wismilak works to reduce the potential hazards and risks through Safety Briefing, Dissemination of OHS regulation, Training on OHS and Auditing on OHS. [403-9]

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## Pemberdayaan Masyarakat Community Empowerment

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Wismilak berupaya untuk melaksanakan tanggung jawab sosial atau *Corporate Social Responsibility (CSR)* terhadap masyarakat. Pelaksanaan CSR dan pengembangan kemasyarakatan mengadopsi salah satu nilai Wismilak, yakni “Bersama meraih Sukses”. Serangkaian program CSR bertajuk “Wismilak Bersama Membangun Negeri (WISMILAK BERBAGI)” memiliki lima pilar yaitu Peduli Budaya, Peduli Sosial, Peduli Olahraga, Peduli Pendidikan, dan Peduli Wirausaha.

### Kebijakan Tanggung Jawab Sosial dan Kemasyarakatan

Pelaksanaan WISMILAK BERBAGI turut melibatkan seluruh Entitas Anak, yakni PT Gelora Djaja dan PT Gawih Jaya. Secara khusus, WISMILAK BERBAGI dilaksanakan di bawah tanggung jawab Departemen Hubungan Masyarakat. Pelaksanaan WISMILAK BERBAGI senantiasa diupayakan agar tepat sasaran dan sesuai dengan kebutuhan masyarakat di berbagai aspek kehidupan, khususnya di bidang budaya, sosial, pendidikan, kewirausahaan, dan olahraga.

The Company also enacted the management approach to the external parts such as the community around the operating area and general community. The Company carries out the social responsibility and community empowerment through a series of program “Wismilak Building Our Nation Together (WISMILAK BERBAGI)” which has five corporate social responsibilities pillars, Caring for Culture, Caring for Social, Caring for Sports, Caring for Education, and Caring for Entrepreneurs.

### Corporate Social and Community Responsibilities Policies

WISMILAK BERBAGI also involves all subsidiaries, which are PT Gelora Djaja and PT Gawih Jaya. WISMILAK BERBAGI specifically implemented under the responsibility of the Public Relations Department. Efforts are always made to implement WISMILAK BERBAGI to be right on target and fit the needs of the community in every life aspect, especially in culture, social, education, entrepreneurship, and sports.

## Hubungan dan Pelibatan Masyarakat

Lokasi operasional yang tersebar di beberapa daerah memiliki kedekatan dengan kawasan tinggal penduduk. Kami menyadari bahwa kedekatan lokasi ini menimbulkan dampak yang tidak terhindarkan, yakni kebutuhan air, kebisingan, dan berbagai jenis material luaran atau limbah dari proses produksi. Meski demikian, Perseroan telah melakukan efisiensi penggunaan air dan menjamin pengolahan limbah pabrik kami telah memenuhi prosedur operasional dan ketentuan yang berlaku. Hingga saat ini, Wismilak tidak menerima pengaduan atau mendapatkan masalah yang signifikan terkait dampak keberadaan dan kegiatan operasional Wismilak terhadap masyarakat. [413-1]

Demi menjaga hubungan harmonis dengan masyarakat, Perseroan turut melibatkan perwakilan komunitas, yakni badan, lembaga, atau asosiasi dalam proses konsultasi penyusunan dan pelaksanaan program WISMILAK BERBAGI. Pelibatan komunitas lokal dilakukan melalui audiensi, sosialisasi, dan diskusi terkait kegiatan CSR yang dilaksanakan minimal satu tahun sekali, dengan tujuan memastikan manfaat WISMILAK BERBAGI dapat benar-benar dirasakan penerima manfaat. Pelibatan masyarakat juga dilakukan melalui perekrutan tenaga kerja lokal yang dilaksanakan sesuai dengan kebutuhan Perseroan dan berdasarkan pertimbangan kapabilitas tenaga kerja. [413-1]

Meskipun Perseroan belum melakukan studi penilaian dampak program dari kegiatan pengembangan masyarakat yang telah dilakukan, namun Perseroan melakukan *monitoring* dari pihak internal kepada penerima manfaat terkait manfaat program secara berkala. *Monitoring* tersebut dilakukan dalam bentuk survei kepada penerima manfaat minimal satu kali dalam setahun, serta komunikasi dengan instansi terkait untuk menerima masukan dan saran bagi program selanjutnya. [413-1]

## Relationship and Engagement with the Community

Operational Locations that are situated in several areas are close to residential living areas. We are aware that this proximity has several unavoidable impacts which are the needs of water, noise, and various types of output and waste from the production process. However, the Company has made efficient use of water and ensures the waste management from the factory complied to the operational procedure and regulations. To date, Wismilak has not received any complaints or significant issues related to the impact of its operational activities on the community. [413-1]

In order to maintain a harmonious relationship with the community, the Company involves representatives of the community i.e. organization, institution, or association to consult on the development and implementation of WISMILAK BERBAGI. Activities such as audiences meetings, dissemination meetings, and discussions related to CSR activity which conducted once a year, with the objective to ensure the impact of WISMILAK BERBAGI are right on target for the beneficiaries. The Company also involve the community through the recruitment of local manpower based on the needs of the Company and the capabilities of the manpower. [413-1]

Even though the Company has not conducted program impact assessment from the Community Development activities, our internal team has conducted periodic monitoring to the beneficiaries on the impact of the program. This monitoring was carried through survey conducted once a year, as well as discussion with related agencies to receive inputs and advices for the future programs. [413-1]



## "WISMILAK BERBAGI"

### WISMILAK BERSAMA MEMBANGUN NEGERI

WISMILAK BERBAGI (Building Our Nation Together)

Selama tahun 2019, Perseroan merealisasikan anggaran kegiatan pemberdayaan masyarakat sebesar Rp13,91 miliar, jumlah ini meningkat 43,4% dibanding tahun 2018 sebesar Rp9,7 miliar.

In 2019, the Company has realized a community empowerment activity budget of Rp13.91 billion, an increase of 43.4% compared to 2018 budget of Rp9.7 billion.



#### PEDULI BUDAYA

Caring for Culture



#### Pelestarian Bangunan Cagar Budaya GRHA Wismilak

Kegiatan pelestarian budaya merupakan salah satu wujud komitmen Wismilak untuk turut serta dalam merawat Indonesia. Salah satu upayanya dilaksanakan melalui perawatan GRHA Wismilak secara berkala. GRHA Wismilak merupakan bangunan yang berdiri sejak tahun 1920 dan ditetapkan sebagai bangunan cagar budaya oleh Pemerintah Kota Surabaya sejak tahun 1996. Pada tahun 2019, Wismilak merealisasikan biaya pemeliharaan GHRA Wismilak sebesar Rp362,35 juta untuk penambahan konstruksi atap, perawatan bangunan, penggantian komponen interior, dan perbaikan bangunan.

#### Conservation of Cultural Buildings GRHA Wismilak

As a manifestation of Wismilak's commitment to participate in maintaining Indonesia's heritage, cultural preservation activities were held. One of it was through regular maintenance of GRHA Wismilak, a building that was constructed in 1920 and declared as cultural sites by the Surabaya City Government in 1996. In 2019, Wismilak realized a GRHA Wismilak maintenance budget of Rp362.35 million for additional roofing construction, building maintenance, replacement of interior components and building improvements.



## PEDULI BUDAYA

Caring for Culture



### Pelestarian Budaya Cap Go Meh

Wismilak mendukung pengembangan potensi daerah-daerah di Indonesia yang merupakan kantong pemasaran melalui pengembangan aset budaya mereka. Sejak tahun 2017, setiap tahunnya Wismilak memberikan dukungan kepada Komunitas Sinar Surya di Pontianak sebagai salah satu kota dengan perayaan Cap Go Meh terbesar di Asia Tenggara. Komunitas ini melestarikan kebudayaan Tionghoa dalam bentuk olahraga, permainan barongsai, dan atraksi naga sejak tahun 2013. Selain itu, Wismilak juga memberikan apresiasi terhadap pelestarian sembilan bangunan budaya berupa Vihara dan Kelenteng di Pontianak dan Singkawang. Realisasi pelestarian Cap Go Meh di tahun 2019 mencapai Rp114,44 juta.

### Conservation of Cap Go Meh Culture

Wismilak supports the development of regions that have potential markets through cultural assets conservation. Since 2017, Wismilak has provided annual support to Sinar Surya Community in Pontianak as a city with the biggest Cap Go Meh celebration in Southeast Asia. The community conserves Tionghoa culture through sports, barongsai (lion dance) performance, and dragon attraction since 2013. In addition, Wismilak appreciates the conservation of nine cultural buildings, which are Monasteries and Temples in Pontianak and Singkawang. For this cultural conservation activities, Wismilak has realized around Rp114.44 million in 2019.



## PEDULI SOSIAL

### Caring for Social

#### Takjil untuk Sesama

Setiap bulan Ramadhan, Wismilak melaksanakan kegiatan pembagian takjil secara rutin setiap tahunnya yang bekerja sama dengan Takmir Masjid Tanbihul Ghofilin PT Gelora Djaja. Pada tahun 2019, Wismilak telah membagikan 459 takjil atau makanan ringan untuk berbuka puasa di lingkungan pabrik dan masyarakat sekitar area Grha Wismilak.



#### Takjil for Everyone

During Ramadhan, Wismilak have routine takjil distribution activity in collaboration with PT Gelora Djaja's Takmir Mosque of Tanbihul Ghofilin. In 2019, Wismilak has distributed 459 takjil for snacks for breaking the fast for the surrounding factory area and Grha Wismilak area.



## PEDULI OLAHRAGA

### Caring for Sports

#### Beasiswa Atlet Tenis Junior

Sejak tahun 2016, Wismilak rutin memberikan dukungan kepada atlet tenis junior kelompok usia 16 tahun yang berprestasi dari Bali, Blora, dan Jakarta, dan diprioritaskan bagi penerima dengan tantangan ekonomi atau kurang mampu. Penerima manfaat menerima bantuan dalam bentuk fasilitas pelatihan dan pertandingan, sarana pengembangan prestasi, serta pemberian apresiasi atas prestasinya. Pada tahun 2019, Wismilak memberi dukungan kepada empat atlet tenis junior yang membutuhkan dukungan finansial dan berprestasi. Salah satu penerima manfaat, Claudio Lumanauw dari Jakarta, berhasil memperoleh prestasi sebagai Juara Tunggal Putra pada Piala Yayuk Basuki 2019.



#### Scholarship for Junior Tennis Athletes

Since 2016, Wismilak has supported outstanding junior tennis athletes within the age group of 16 years old from Bali, Blora, and Jakarta, prioritizing athletes from underprivileged economy and disadvantaged family. The beneficiaries receive support in a form of training and competition facilities, achievement development facility and appreciation provision. In 2019, Wismilak supported four outstanding junior tennis athletes in need of financial support. One of the beneficiaries is Claudio Lumanauw from Jakarta who made an achievement as a Men's Singles Champion at the 2019 Yayuk Basuki Cup.



## PEDULI PENDIDIKAN

### Caring for Education



#### Dukungan Literasi untuk Surabaya

Wismilak mendukung program Pemerintah Kota Surabaya untuk meningkatkan indeks pembangunan manusia (IPM). Wismilak mendistribusikan 1.026 buku bacaan kepada 25 sekolah dasar serta Madrasah Ibtidaiyah dengan total 5.079 siswa. Sejak tahun 2017, Wismilak dapat menjangkau lebih dari 18 ribu siswa dari 100 unit sekolah. Pelaksanaan program ini didukung oleh kemitraan Wismilak dengan toko buku Togamas untuk menyediakan buku nasional. Sejak tahun 2018, penyerahan bantuan buku dilaksanakan berkolaborasi dengan Badan Arsip dan Perpustakaan, Pemerintah Kota Surabaya, dan Persatuan Dharma Wanita Surabaya. Di sisi lain, *monitoring* kegiatan program juga secara berkala dilakukan bekerja sama dengan instansi tersebut.

#### Literacy Support for Surabaya

Wismilak supports Surabaya City Government to improve its state in the human development index (HDI). Wismilak has distributed 1,026 textbooks to 25 (twenty five) elementary schools and Madrasah Ibtidaiyah with a total of 5,079 students. Since 2017, Wismilak has been able to reach more than 18 thousand students from 100 school units. The program implementation was supported by one of Wismilak's partners, Togamas bookstore that provides national books. Since 2018, Wismilak has been collaborating with the Archive and Library Office, Surabaya City Government and Dharma Wanita Surabaya Collective to distribute the textbooks. The program monitoring is also conducted periodically in collaboration with these agencies.

#### Nutrisi Sehat Taman Belajar Anak Tangerang Selatan

Sejak tahun 2014, setiap tahunnya Wismilak memberikan dukungan atas fasilitas taman belajar kepada anak-anak pemulung. Untuk melengkapi kegiatan belajar anak-anak tersebut, Wismilak turut menyediakan makanan ringan atau kudapan yang aman, sehat, dan bergizi agar anak-anak di taman belajar mendapatkan asupan gizi berkualitas secara tercukupi.

#### Healthy Nutrition for Learning Park for Children in South Tangerang

Initiated in 2014, Wismilak provides annual support for learning park as a facility for scavenger children. To complement the learning activities, Wismilak also provides safe, healthy and nutritious snacks, so that children at the learning park will have adequate quality of nutrition.





## PEDULI PENDIDIKAN

### Caring for Education



#### Festival Pelajar Internasional Trondheim (ISFIT)

Pada tahun 2019, Wismilak mendukung Abdullah Faqih, pemenang Wismilak Passionville 2016, untuk mewakili Indonesia di ajang *International Student Festival Trondheim 2019* di Norwegia, tanggal 7-17 Februari 2019. Wismilak Passionville merupakan rangkaian kegiatan yang terdiri atas kompetisi, *performance*, pameran dan pembinaan untuk mengasah bakat dan karya para peserta.

#### The International Student Festival in Trondheim (ISFIT)

In 2019, Wismilak supports Abdullah Faqih, the winner of the 2016 Passionville Wismilak, who was chosen as the Indonesian delegation for the 2019 International Student Festival in Trondheim, Norway, on February 7-17, 2019. Wismilak Passionville is a part of a series of activities consisting of competition, performance, exhibition, and mentoring to develop the talents and work of the participants.



## PEDULI WIRAUSAHA

### Caring for Entrepreneurs



#### Diplomat Success Challenge (DSC)

Program DSC merupakan bentuk perhatian Wismilak terhadap rendahnya angka wirausaha di Indonesia. Melalui DSC, Wismilak menyediakan bantuan akses bagi masyarakat untuk mendapatkan modal usaha. DSC merupakan kompetisi yang diselenggarakan sejak tahun 2010 untuk memberi peluang kepada wirausaha di usia produktif 20 hingga 45 tahun dalam mengembangkan ide-ide kreatif mereka. Di tahun 2019, DSC melakukan seleksi sekitar 12.457 proposal bisnis dan menetapkan tujuh penerima modal usaha. Penerima modal usaha terpilih berhak menerima hibah modal usaha untuk kebutuhan usaha mereka, tambahan penghargaan, serta pendampingan bisnis selama dua tahun.

#### Diplomat Success Challenge (DSC)

DSC express Wismilak's concern in the low number of entrepreneurs in Indonesia. Through DSC, Wismilak provides access to support in obtaining venture capital grant for the community. DSC is a competition held since 2010 to provide opportunities for young entrepreneurs in the productive age of 20 to 45 years old to develop their creative ideas. In 2019, DSC conducted a selection for 12,457 business proposals and selected seven winners. The winners are able to access venture capital grants for their business needs, additional award and assistance for their business for two years.



Dalam melaksanakan program DSC, Wismilak melibatkan asosiasi dan kementerian terkait untuk turut serta memberi saran dan masukan bagi keberlanjutan program. Wismilak juga bekerja sama dengan Ganesha Entrepreneur Club (GEC) sejak tahun 2010 untuk memantau dan menjadi mentor dalam perkembangan kewirausahaan para pemenang selama satu sampai dua tahun. Di sisi lain, Wismilak secara internal menilai kemajuan dan keberlanjutan usaha penerima manfaat dengan melaksanakan survei kemajuan usaha setiap dua tahun sekali. Sejak tahun 2019, DSC juga mengundang mentor-mentor tambahan yang merupakan figur inspiratif yang sudah memiliki rekam jejak nyata di bidang usaha mereka. Pengumuman penerima modal usaha terpilih dilakukan di bulan November 2019, sehingga *monitoring* kemajuan usaha penerima modal baru dapat dilakukan di tahun 2020.

During the implementation of DSC Program, related association and ministries were involved to provide inputs and advices for the sustainability of the Program. From 2010, Wismilak collaborated with Ganesha Entrepreneur Club (GEC) to monitor and mentor the winners for one to two years. On the other hand, the internal team of Wismilak assess the development and sustainability of the beneficiaries' business through Business Development Survey once every two years. Since 2019, DSC also invites inspirational figures who has excellent track record for their business as additional mentors. The selected recipients of the venture capital grants were announced in November 2019, hence the business development monitoring will be conducted in 2020.

#### Penerima Manfaat Program DSC Beneficiaries of DSC Program

Tahun Year	Jumlah Penerima Modal Usaha (Orang) Number of Venture Capital Grants Recipients (Person)	Usia 20–35 th Age 20 - 35	Usia 36–45 th Age 36 - 45	Perempuan Female	Laki-Laki Male	Modal Usaha + Pendampingan Venture Capital Grants + Assistance
2017	6	6	0	1	5	Rp2 miliar   billion
2018	9	9	0	3	6	Rp2 miliar   billion
2019	7	7	0	1	6	Rp2 miliar   billion

12.457

Pelamar tahun 2019

12,457 submitters from 2019



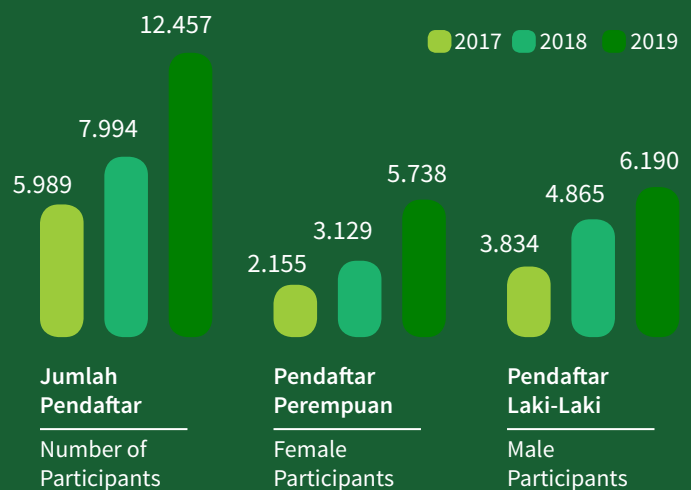
24%

Pelamar yang bisnisnya sudah berjalan  
24% of the submitters has on-going business

76%

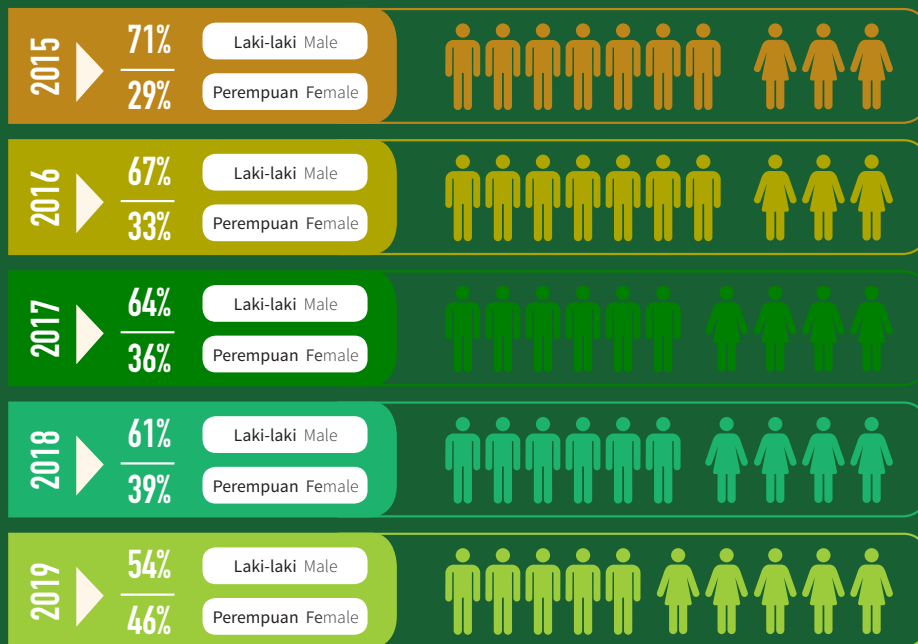
Pelamar berupa konsep bisnis  
76% of the submitters has business concept

#### Jumlah Pendaftar Diplomat Success Challenge (DSC) Number of Diplomat Success Challenge (DSC) Participants



Sejak tahun 2015, terdapat peningkatan jumlah pelamar perempuan, yang menandakan inklusivitas program kepada perempuan.

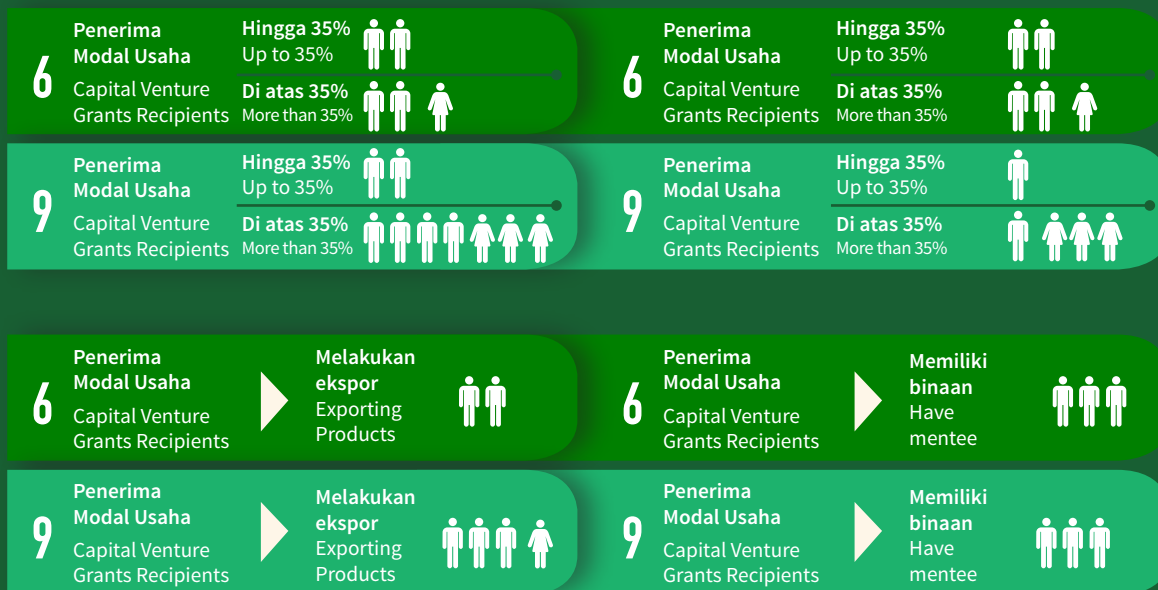
Since 2015, there were an increase in female participants, indicating inclusivity of the program for women.



### Penilaian Kemajuan Usaha Penerima Manfaat Tahun 2017 dan 2018 Business Development Assessment of Beneficiaries in 2017 and 2018

**Kenaikan Omzet per Tahun**  
Increase in Turn Over per Year

**Peningkatan Jumlah Karyawan**  
Increase in Number of Employee



● 2018 ● 2017



Program DSC diterima oleh masyarakat luas, seiring dengan peningkatan jumlah peserta dari tahun ke tahun. Pada tahun 2019, Wismilak bermitra dengan Asosiasi Pengusaha Indonesia (APINDO) untuk menggelar acara diskusi 'UKM Naik Kelas' yang bertepatan dengan penyelenggaraan final DSC 2019 di Sukoharjo.

Kini, program DSC tidak hanya terbatas pada pemberian hibah modal untuk wirausaha, tetapi juga fokus menjadi program penguatan ekosistem kewirausahaan Indonesia. Mulai tahun 2019, DSC bermitra dengan Coworking Indonesia dalam memberikan literasi kewirausahaan bagi masyarakat melalui pengadaan seminar secara gratis. Pada 2019, DSC telah melaksanakan 57 seminar kewirausahaan dan menjangkau 7.216 peserta.

Wider community welcomes the DSC program along with an increase of the participants number from year to year. In 2019, Wismilak partnered with The Employers' Association of Indonesia (APINDO) to have public discussion with the topic 'Small and Medium Enterprise Upgraded' during the 2019 DSC Final Event in Sukoharjo.

Currently, DSC program has developed from focusing on providing venture capital grants for entrepreneurs, to a program that also focuses on strengthening Indonesian's entrepreneurship ecosystem. In 2019, the DSC program worked together with Coworking Indonesia to provide entrepreneurship literacy to the community through free seminars. In 2019, DSC has held 57 entrepreneurship seminar and outreach to 7,216 participants.

## Layanan Pengaduan Masyarakat

Wismilak menyediakan kanal komunikasi yang terbuka sebagai bentuk layanan kepada masyarakat umum yang dapat diakses setiap waktu, yakni melalui [suara.konsumen@wismilak.com](mailto:suara.konsumen@wismilak.com) dan P.O. Box WISMILAK JAKARTA. Berbagai bentuk pengaduan akan diproses oleh Departemen Public Relations dan ditindaklanjuti sesuai dengan jenis dan kebutuhan.

## Community Complaint Service

Wismilak provides community service for the general public in a form of open communication channel that can be accessed anytime through [suara.konsumen@wismilak.com](mailto:suara.konsumen@wismilak.com) and P.O. Box WISMILAK JAKARTA. Any type of complaints will be processed by the Public Relations Department and will be followed up according to its types and needs.

# Kinerja Lingkungan Hidup

## Environmental Performance

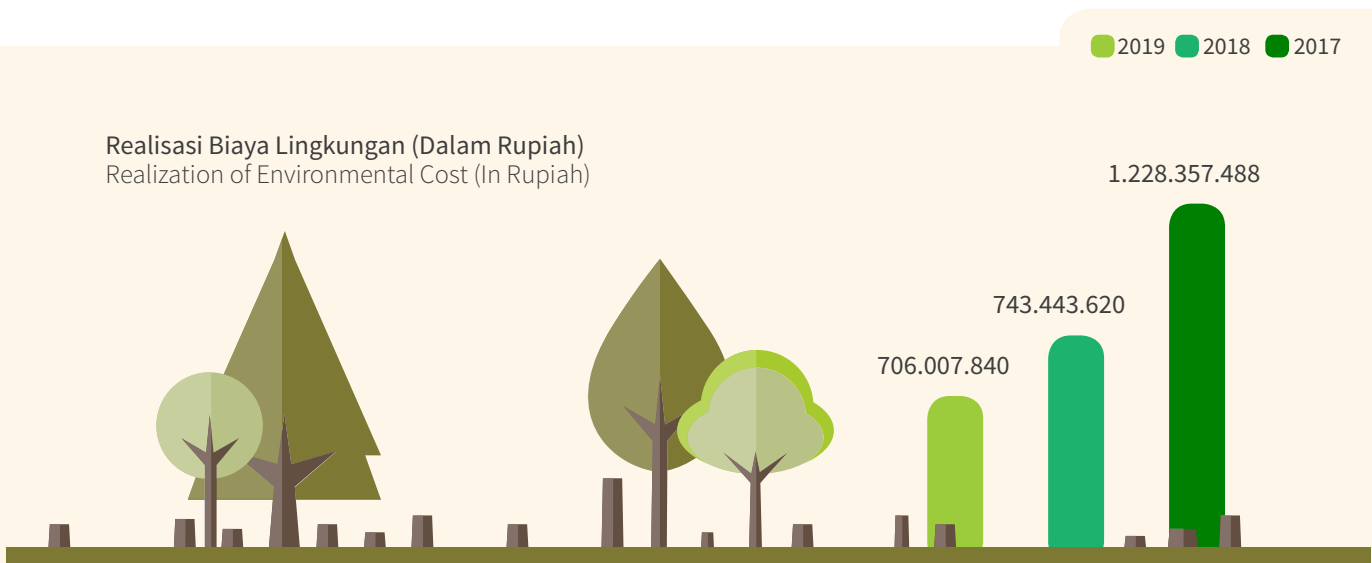


### Pendekatan Manajemen pada Aspek Lingkungan [103-1] [103-2] [103-3]

Wismilak turut memperhatikan aspek lingkungan sebagai bagian yang tidak terpisahkan dari kegiatan usahanya. Kinerja Wismilak dalam aspek lingkungan disesuaikan dengan kegiatan usaha Perseroan, yakni terkait efisiensi penggunaan energi, pengelolaan limbah, pengelolaan konsumsi air, dan pengendalian emisi. Secara khusus, tanggung jawab lingkungan Wismilak dikelola oleh Divisi Factory yang memiliki inventarisasi data terkait penggunaan energi, dampak lingkungan, dan data lingkungan lainnya. Sepanjang tahun 2019, Wismilak telah merealisasikan biaya lingkungan hidup sebesar Rp706 juta yang terdiri atas biaya pengelolaan limbah, pengendalian efluen, penghijauan lingkungan, dan pengelolaan taman.

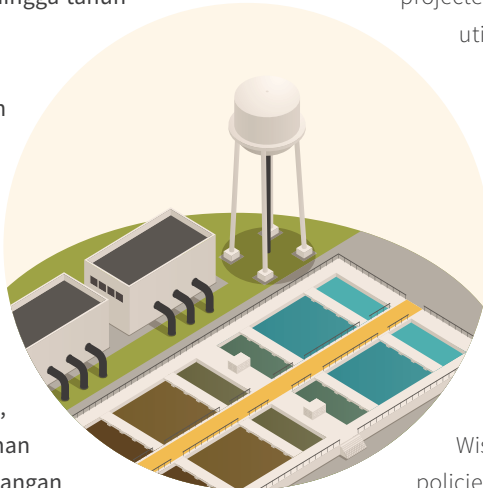
### Management Approach on Environmental Aspect [103-1] [103-2] [103-3]

Wismilak understands that the environmental aspect is an inseparable part of the business activities. Wismilak's performance in environmental aspects are adjusted with the Company's business activities, specifically related to energy efficiency, waste and water consumption management, and emission control. The Company's environmental responsibility is managed by the Factory Division that owns data inventory related to energy consumption, environmental impacts, and other environmental data. Throughout 2019, Wismilak has realized Rp706 million of environmental cost, consisting of air emissions control, waste management, effluents control, environmental greening and park management.



Wismilak tetap melakukan kegiatan-kegiatan pelestarian lingkungan setiap tahun. Pada tahun 2017, Perseroan melakukan investasi pembelian mesin produksi dengan prioritas yang lebih ramah lingkungan, salah satunya mesin dengan bahan bakar gas. Melalui inisiatif tersebut, Wismilak menunjukkan komitmen terhadap pengendalian emisi udara secara efektif, karena investasi teknologi tersebut diproyeksikan dapat terus digunakan hingga tahun 2025.

Mengingat kondisi dan jenis kegiatan Wismilak yang beragam dan tersebar di berbagai wilayah, maka cakupan lingkup pelaporan kinerja lingkungan terbatas pada kegiatan produksi di PT Gelora Djaja, yakni pada fasilitas produksi di Jl. Buntaran No. 9, Surabaya. Dalam melaksanakan program-program pengelolaan lingkungan, Wismilak telah mematuhi dan berpedoman pada kebijakan dan peraturan perundangan yang berlaku di Indonesia, antara lain:



Wismilak conducts the environmental conservation activities every year. In 2017, the Company invested in the purchase of more environmental friendly production machines, one of which is engines with natural gas. During these years, the Company has no need to invest in equipment procurement anymore. Through this initiative, Wismilak express our commitment in effective air emission control because it is projected that the technology investment can be utilized until 2025.

Due to various conditions and types of activities and located in various regions, the scope of environmental performance reporting are limited to production activities at PT Gelora Djaja, which consist of production facilities at Jl. Buntaran No. 9, Surabaya. During the implementation of environmental management programs, Wismilak has complied to the applicable policies and law in Indonesia, which are:

- Peraturan Menteri Lingkungan Hidup No. 6 Tahun 2010 tentang Baku Mutu Air Limbah bagi Industri Rokok dan/atau Cerutu;
- Peraturan Menteri Tenaga Kerja dan Transmigrasi No. PER.13/MEN/X/2011 tentang Nilai Ambang Batas Faktor Fisika dan Faktor Kimia di Tempat Kerja;
- Peraturan Gubernur Jawa Timur No. 72 tahun 2013 tentang Baku Mutu Air Limbah bagi Industri dan/atau Kegiatan Lainnya.
- Regulation of the Minister of Environment No. 6 of 2010 on the Quality Standard of Wastewater for Cigarette and/or Cigar Industry;
- Regulation of the Minister of Manpower and Transmigration No. PER.13/MEN/X/2011 on the Threshold of Physics and Chemical Factors in Working Areas;
- Regulation of the Governor of East Java No. 72 of 2013 on the Quality Standard of Wastewater for Industry and/or Other Activities.



## Energi Energy

Sebagai perusahaan yang bergerak di industri pengolahan tembakau, pemanfaatan energi secara substansial merupakan kebutuhan dasar menjalankan proses usaha. Wismilak terus berupaya untuk menggunakan dan mengelola energi secara efisien.

As a company that works in the tobacco processing industry, substantially, energy consumption is a basic need to carry out the business process. Wismilak continues to have efficient energy consumption and management.

### Konsumsi dan Intensitas Energi

Wismilak menggunakan energi listrik, bahan bakar gas, dan bahan bakar solar selama proses produksi dan kegiatan operasional. Secara umum, Wismilak mengonsumsi energi yang disediakan dari pihak ketiga atau sumber energi tidak langsung. Wismilak telah melakukan perhitungan konsumsi energi berdasarkan data operasional dari fasilitas produksi PT Gelora Djaja.

### Energy Consumption and Energy Intensity

Wismilak uses electrical energy, gas fuel, and diesel fuel during production processes and operational activities. In general, Wismilak consumes energy provided by a third party or indirect resource of energy. Wismilak has calculated the energy consumption based on operational data from the production facility of PT Gelora Djaja.

### Penggunaan Energi untuk Kegiatan Operasional dan Produksi di Fasilitas Produksi PT Gelora Djaja

Energy Consumption for Operational and Production Activity at the Production Facility of PT Gelora Djaja [302-1]

Sumber Energi Energy Resource	Satuan Unit	2019	2018	2017
Listrik Electricity	GJ	8.798	8.019	9.113
Gas Gas Fuel	GJ	7.067	9.244	10.364
Solar Diesel Fuel	GJ	442	260	149
Jumlah Total	GJ	16.307	17.523	19.626

Berdasarkan perhitungan internal, konsumsi energi di tahun 2019 menurun sebesar 7% dibandingkan tahun sebelumnya. Bahkan, Wismilak berhasil mencapai penurunan konsumsi energi hingga 17% di tahun 2019 jika dibandingkan dengan tahun 2017. Penurunan jumlah konsumsi energi merupakan salah satu hasil positif dari kegiatan efisiensi energi.

Based on internal calculation, there is a 7% reduction of energy consumption in 2019 compared to its previous year. Even more, Wismilak has reached a 17% reduction of energy consumption in 2019 compared to 2017. The reduction of energy consumption is one of the positive result of energy efficiency activities.



**31%**

Efisiensi energi  
2018-2019

Energy Efficiency  
of 2018-2019



**7,84 GJ/ton**

Target penurunan intensitas  
energi di 2020

The target of energy  
intensity reduction in 2020

Wismilak juga telah mencatat intensitas energi dalam kegiatan produksi PT Gelora Djaja yang dihitung berdasarkan konsumsi energi yang digunakan dalam proses produksi dibagi dengan volume produk yang dihasilkan dalam satu tahun. Data intensitas energi menunjukkan besarnya energi yang diperlukan untuk memproduksi satu unit produk. Informasi mengenai intensitas energi dapat berfungsi sebagai parameter penilaian tingkat efisiensi energi di Perseroan. Seiring dengan keberlanjutan program efisiensi energi, Wismilak menargetkan proyeksi penurunan intensitas energi di tahun 2020 hingga mencapai 7,84 GJ/ton.

Wismilak has also recorded the energy intensity in PT Gelora Djaja production activity calculated from energy consumption during the production process per volume of products produced in a year. The data of energy intensity shows the amount of energy required to produce one unit of product. Information on energy intensity can be used as the parameter of energy efficiency assessment in the Company. Along with the sustainability of energy efficiency programs, Wismilak projected 7.84 GJ/ton of energy intensity reduction target in 2020.

### Intensitas Energi dalam Kegiatan Produksi di Fasilitas Produksi PT Gelora Djaja

Energy Intensity of Production Activities in Production Facility of PT Gelora Djaja [302-3]

Perhitungan Intensitas Energi Energy Intensity Calculation	Satuan Unit	2019	2018	2017
Konsumsi Energi pada Proses Produksi Energy Consumption during Production Process	GJ	16.307	17.523	19.626
Volume Produksi per Tahun Production Volume per Year	Ton	2.021	2.112	2.306
Intensitas Energi Energy Intensity	GJ/Ton	8,07	8,30	8,51

### Inisiatif Efisiensi Energi [302-4]

Penerapan efisiensi energi dilakukan melalui pendekatan *low cost* hingga *high cost*. Upaya efisiensi energi juga didukung dengan kesadaran penghematan energi pada tiap Insan Wismilak melalui kegiatan yang membangun budaya efisiensi.

### Energy Efficiency Initiative [302-4]

The energy efficiency is applied through low cost to high cost approach. The energy efficiency efforts were supported by energy savings awareness in each Wismilak Personnel through activities that build efficiency culture.

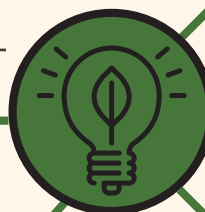
#### Pendekatan Inisiatif Efisiensi Energi Energy Efficiency Initiative Approaches

#### ► Pendekatan Low Cost

#### Low Cost Approach

Sosialisasi mematikan lampu dan pendingin ruangan ketika aktivitas operasional telah selesai  
Disseminating the information to turn off the lights and air conditioner upon completion of operational activities

Pemasangan atap transparan untuk pencahayaan natural di siang hari  
Installation of transparent roofing for natural lighting during the day



Penggunaan sepeda sebagai sarana pengiriman dokumen antar departemen  
The usage of bicycles to send documents between departments

Perawatan alat produksi dan utilitas secara berkala  
Periodic maintenance of equipment and utilities for production

Himbauan hemat energi melalui pemasangan stiker hemat air dan listrik  
Put on water and electricity saving stickers as a campaign to save energy



**Pendekatan Inisiatif Efisiensi Energi**  
Energy Efficiency Initiative Approaches

► **Pendekatan Medium Cost**  
Medium Cost Approach

Pemasangan *inverter* pada motor listrik  
Installation of inverter on the electric motor



Penggantian lampu TL-40W dan TL-20W dengan LED 19 dan LED 9  
Substitution of TL-40W and TL-20W lamps with LED 19 and LED 9

Penggantian bahan bakar *boiler* dari solar menjadi LNG  
Substitution of the fuel for boiler from diesel to LNG

**Pendekatan Inisiatif Efisiensi Energi**  
Energy Efficiency Initiative Approaches

► **Pendekatan High Cost**  
High Cost Approach



Penggantian *Shrinkage Tunnel* menjadi *Single Packet Heating Tunnel* (SPHT)  
Substitution of Shrinkage Tunnel with Single Packet Heating Tunnel (SPHT)

Dari upaya efisiensi energi yang telah dilakukan, Wismilak mencatat perhitungan hasil absolut efisiensi energi. [302-5]

From the energy efficiency efforts that has been done, Wismilak recorded the calculation of absolute energy efficiency result. [302-5]

**Hasil Absolut Efisiensi Energi**

Absolute Energy Efficiency Result [302-4]

Efisiensi Energi Energy Efficiency Activity	Hasil Absolut Efisiensi Energi (GJ) Absolute Energy Efficiency Result (GJ)		
	2019	2018	2017
<b>Proses Produksi</b> Production Process			
Penggunaan SPHT pengganti <i>Shrinkage Tunnel</i> Substitution of Shrinkage Tunnel with SPHT	608	525	213
<b>Fasilitas Pendukung &amp; Utilitas</b> Supporting Facility & Utilities			
Penggantian lampu TL- 40W dan TL 20W dengan LED 19 dan LED 9 Substitution of TL-40W and TL-20W lamps with LED 19 and LED 9	470	285	-
Penggunaan <i>alsinet</i> /atap transparan The usage of alsynite/transparent roofing	203	198	162
Penggantian bahan bakar <i>boiler</i> dari solar ke gas alam cair ( <i>Liquified Natural Gas</i> /LNG) Substitution of fuel for boilers from diesel to Liquified Natural Gas/LNG	117	62	-
<b>Jumlah</b> Total	1.397	1.069	375

Di tahun 2019, kegiatan efisiensi energi Wismilak meningkat sebesar 31% dibandingkan tahun 2018. Sebelumnya, di tahun 2018 Wismilak bahkan berhasil meningkatkan efisiensi energi secara signifikan mencapai 185% dari tahun 2017. Peningkatan signifikan ini terjadi karena Wismilak telah menerapkan pergantian lampu diode pancaran cahaya (*light emitting diode*) dengan lampu *tubular lamp* yang lebih ramah energi di fasilitas produksi pada Jl. Buntaran No. 9. Selain itu, di fasilitas produksi yang sama, Wismilak telah mulai melakukan penggantian bahan bakar *boiler* dari solar ke LNG. Berbagai upaya tersebut membuat Wismilak berhasil mencapai rasio efisiensi energi di tahun 2019 mencapai 8,6%.

In 2019, the activities of energy efficiency at Wismilak has increased 31% compared to the previous year. In 2018, Wismilak has succeeded in increasing energy efficiency significantly to 185% compared to 2017. The significant increase occurred after Wismilak substituted the use of light emitting diode lamps with more energy-friendly tubular lamps at production facilities on Jl. Buntaran No. 9. In addition, Wismilak has started substituting fuel for boilers from diesel to LNG at the same production facility. These various efforts have made Wismilak able to achieve 8.6% of energy efficiency ratio in 2019.

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## Pengelolaan Limbah

### Waste Management

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Pengelolaan limbah pabrik dilakukan berdasarkan kategori dan jenis limbah. Wismilak membagi jenis limbah ke dalam kategori limbah padat, limbah cair, dan limbah bahan berbahaya dan beracun (B3). Perseroan mengelola limbah sesuai peraturan yang berlaku, serta mengacu pada prosedur operasional dan instruksi kerja. Perseroan berupaya untuk mengurangi dampak limbah terhadap lingkungan melalui daur ulang limbah menjadi bahan baku atau sumber energi untuk menunjang kegiatan operasional dan bekerja sama dengan pihak ketiga yang bersertifikasi untuk penanganan limbah B3.

Factory waste is managed based on the category and type of the wastes. Wismilak categorize the waste into solid waste, wastewater and hazardous and toxic waste (B3). The Company managed wastes according to regulation, referring to operational procedure and working instruction. The Company seeks to reduce the impact of waste on the environment through recycling waste into raw materials or energy resources to support operational activity, as well as working with certified third parties to manage hazardous and toxic waste.

### Limbah Padat

Sebagian besar limbah padat non-B3 yang dihasilkan merupakan limbah padat organik yang berasal dari kertas dan debu hasil proses produksi. Pada tahun 2019, limbah padat organik Wismilak mencapai 148 ton per tahun. Wismilak mampu melakukan efisiensi dan mengolah limbah padat organik untuk dapat dimanfaatkan kembali hingga 77% per tahun.

### Solid Waste

Most of non-hazardous and toxic solid waste produced are organic solid waste from paper and tobacco dust. In 2019, organic solid waste produced by the Company has reached 148 tons per year. Wismilak has made efficiency and managed the organic solid waste can be reused in up to 77% per year.

## Pengolahan Limbah Kertas

Sebagai upaya pengurangan timbulan limbah kertas, Wismilak mengolah kembali limbah kertas melalui proses *shredder* dan *baler* untuk mencacah kertas. Kertas cacah yang telah dipadatkan dapat digunakan kembali sebagai bahan baku pembuatan kertas daur ulang. Pengolahan limbah kertas ini mampu mengurangi timbulan sampah hingga 67 ton per tahun.

## Pengolahan Limbah Debu Tembakau

Debu tembakau hasil proses produksi diolah kembali menjadi butiran (*granule*) dan digunakan sebagai bahan campuran pada rokok. Pengolahan debu tembakau ini mampu mengurangi timbulan debu tembakau sebesar 46 ton per tahun.

Selain menjadi bahan campuran rokok, debu tembakau juga diolah menjadi campuran media tanam. Wismilak bekerja sama dengan pihak ketiga, yakni Majapahit Agro Lestari, untuk mengolah limbah debu tembakau dengan sekam menjadi media tanam. Berdasarkan kajian ilmiah, serbuk tembakau memiliki kandungan nutrisi yang dapat digunakan untuk meningkatkan kesuburan tanah. Selain itu, senyawa anti-mikrobal yang terkandung di dalamnya dapat dimanfaatkan sebagai insektisida. Setelah diolah, campuran media tanam dan insektisida ini dimanfaatkan untuk menanam dan memelihara tanaman di lingkungan pabrik Wismilak. Melalui inisiatif ini, Wismilak dapat mengurangi debu tembakau sebanyak 46 ton per tahun.

## Paper Waste Management

As an effort to reduce paper waste, Wismilak recycle the paper waste through a shredder and baller process to cut the papers. The cut paper then compacted and was reused as raw materials for recycled paper. This paper management approach is able to reduce the waste up to 67 tons per year.

## Tobacco Dust Waste Management

The tobacco dust from the production process is reprocessed into granule and used as mixture in cigarettes. The tobacco dust processing reduces the amount of tobacco dust by 46 tons per year.

Besides being a cigarette mixture, tobacco dust is also being processed as growing medium. Wismilak is collaborating with third party, Majapahit Agro lestari, to process the tobacco dust waste with husk into growing medium. According to scientific research, tobacco dust contains nutrients that increase soil fertility. In addition, anti-microbial compound in the tobacco dust can be used as insecticides. After processing, the mixture of growing medium and insecticides will be used to plant and grow plants around the Wismilak factory area. Through this initiative, Wismilak were able to reduce the tobacco dust up to 46 tons per year.



**77% per tahun**  
**77% per year**

Efisiensi penggunaan kembali limbah padat non-B3

Efficiency of non-hazardous solid waste reuse



**46 ton per tahun**  
**46 tons per year**

Pengurangan debu tembakau

Reduction of tobacco dust

## Limbah Bahan Berbahaya dan Beracun (B3)

Kegiatan di fasilitas produksi Wismilak menghasilkan limbah B3 yang bersifat umum dalam kategori padat dan cair dengan jumlah yang tidak terlalu banyak. Wismilak bekerja sama dengan pihak ketiga untuk mengangkut dan mengelola limbah B3. Sebelum Wismilak menyerahkan limbah B3 kepada pihak ketiga, penanganan awal limbah B3 dikelola oleh unit penghasilnya. Tiap unit penghasil bertanggung jawab untuk mengemas dengan benar, mencatat, dan mengirim limbah B3 ke tempat penampungan sementara (TPS) limbah B3. Selanjutnya, petugas TPS yang menerima limbah B3 melakukan prosedur penyimpanan. Selama tiga tahun terakhir, tidak ada laporan kesalahan dalam pengolahan limbah B3 Wismilak oleh pihak ketiga.

## Hazardous and Toxic Waste

The activity at Wismilak production facility produces a relatively small amount of hazardous and toxic waste that are general in the solid and liquid category. Wismilak worked together with third party to transport and manage the hazardous and toxic waste. Before handing over the hazardous and toxic waste to the third party, initial handling processes of hazardous and toxic waste were managed by the producing unit. Each producing unit is responsible to pack correctly, record, and deliver the hazardous and toxic waste to the temporary disposal area of hazardous and toxic waste (TPS). Hereinafter, the TPS personnel will receive hazardous and toxic waste and store it. During the last three years, there are no mistreatment of hazardous and toxic waste reported.

### Volume Limbah B3

#### Hazardous and Toxic Waste Volume

##### Jumlah Limbah Padat B3 (Ton)

The amount of Hazardous and Toxic Solid Waste (Ton)

1,27

2,28

2019 2018

##### Jumlah Limbah Cair B3 (m<sup>3</sup>)

The amount of Hazardous and Toxic Wastewater (m<sup>3</sup>)

1,44

2,08



## Limbah Cair dan Buangan

Limbah cair berasal dari proses produksi dan limbah domestik. Wismilak mengolah limbah cair di Instalasi Pengolahan Air Limbah (IPAL) agar memenuhi syarat baku mutu sebelum dilepaskan ke badan air dan tetap menjaga kelestarian sumber daya air. Pada tahun 2019, Wismilak menghasilkan limbah cair sebesar 227 m<sup>3</sup>, jumlah ini menurun dibandingkan data tahun 2018 yang mencapai 515 m<sup>3</sup>. Jika dibandingkan dengan volume produksi Perseroan di tahun 2019 sebesar 2.021 ton, maka intensitas air limbah yang dikeluarkan Wismilak tercatat sebesar 0,11 m<sup>3</sup>/ton. Jumlah intensitas air limbah tahun 2019 menurun jika dibanding tahun 2018 dan 2017 yang mencapai 0,24 m<sup>3</sup>/ton.

## Wastewater and Effluent

Wastewater discharges from the production process and domestic waste. Wismilak processed the wastewater at Wastewater Treatment Plants (WWTP) in order to meet the quality standards before being released into water bodies and maintains the water resources preservation. In 2019, Wismilak produced 227 m<sup>3</sup> of wastewater, a decrease from the 515 m<sup>3</sup> of wastewater in 2018. Compared to the production volume of 2,021 tons in 2019, the wastewater intensity discharged by the Company was 0.11 m<sup>3</sup>/ton. This amount of wastewater intensity in 2019 decreased compared to 2018 and 2017 which reached 0.24 m<sup>3</sup>/ton.

Fasilitas IPAL Wismilak memiliki kapasitas pengolahan limbah cair sebesar 30 m<sup>3</sup> per hari. Kinerja IPAL dipantau secara berkala untuk memastikan material luaran IPAL telah memenuhi standar baku mutu sesuai Peraturan Gubernur Provinsi Jawa Timur No. 72 tahun 2013 tentang Air Limbah Industri Rokok Kategori IV. Selain upaya mengawasi kualitas pengolahan limbah cair, laboratorium pabrik Wismilak yang terakreditasi juga melakukan studi pengukuran, seperti pengukuran DO, kesadahan, silika, dan fosfat. Sejak tahun 2017 hingga 2019, Wismilak telah memenuhi ketentuan baku mutu air terkait hasil proses pengelolaan limbah cair.

The capacity of wastewater processing at Wismilak's WWTP facility is 30 m<sup>3</sup> per day. The WWTP performance is monitored periodically to ensure the output has met the quality standard in accordance with the Regulation of the Governor of East Java No. 72 of 2013 on the Category IV Cigarette Industry's Wastewater. Beside efforts to monitor wastewater management quality, accredited Wismilak's laboratory conducts measurement studies, such as the measurement of DO, hardness, silica, and phosphate. From 2017 to 2019, Wismilak has fulfilled the requirements of standard quality related to the wastewater management process.

### Baku Mutu Air Hasil Pengolahan IPAL

Quality Standards of WWTP Processing Results

Parameter Parameter	Satuan Unit	Baku Mutu Quality Standard	Hasil Result
pH   pH		6-9	7,2
Amonia   Ammonia	mg/L	10	< 0,079
Fenol   Phenol	mg/L	0,5	0,011
BOD   BOD	mg/L	60	19,9
COD   COD	mg/L	120	45,2
Minyak dan Lemak   Oil and Grease	mg/L	5	4,48
TSS   TSS	mg/L	100	35

Keterangan: Mengacu pada Peraturan Gubernur Jawa Timur No. 72 Tahun 2013 tentang Baku Mutu Air Limbah Industri (Industri Rokok dan Cerutu Kategori 4)

Note: In accordance with the Regulation of the Governor of East Java No. 72 of 2013 on the Quality Standards of Wastewater from Industry (the Category IV Cigarette and Cigar Industry.)

### Inisiatif Pengelolaan Limbah Cair

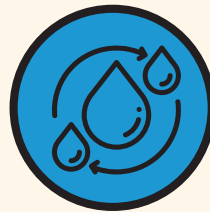
Sebagai upaya pengelolaan pelepasan limbah cair, Wismilak telah melakukan berbagai inisiatif.

### Wastewater Management Initiative

As an effort to manage the wastewater discharged, Wismilak has initiated several approaches.

#### Pendekatan Inisiatif Pengelolaan Limbah Cair Wastewater Management Initiative Approach

► **Pendekatan Low Cost**  
Low Cost Approach

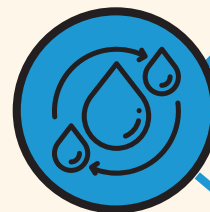


**Menggunakan air tadah hujan dan pengelolaan air limbah menjadi air siram tanaman**

Utilization of rainfed water and wastewater processed as water for plants

#### Pendekatan Inisiatif Pengelolaan Limbah Cair Wastewater Management Initiative Approach

► **Pendekatan Medium Cost**  
Medium Cost Approach

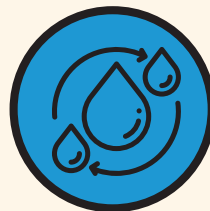


**Mengurangi penggunaan air tanah**  
Reduce the use of groundwater

**Mengurangi blow down air boiler**  
Reduce the water for boiler blowdown

#### Pendekatan Inisiatif Pengelolaan Limbah Cair Wastewater Management Initiative Approach

► **Pendekatan High Cost**  
High Cost Approach



**Menggunakan air kondensat sebagai air umpan boiler**

The use of condensate water as feedwater for the boiler

## Pengelolaan Air Water Management

Pada proses produksi PT Gelora Djaja, Perseroan menggunakan sumber daya air yang berasal dari air tanah (sumur bor) dan air pipa yang disediakan oleh Perusahaan Daerah Air Minum (PDAM) Kota Surabaya. Sebelumnya, Perseroan membeli air dari PDAM yang dikirimkan melalui moda angkutan tangki sehingga kurang efektif dan menimbulkan emisi. Saat ini pembelian air dari PDAM sudah melalui pipanisasi. Perseroan juga memperkirakan penggunaan air di tahun 2020 yang lebih sedikit, yakni 54.021 m<sup>3</sup>. Penurunan jumlah pengambilan dan konsumsi air ini dikarenakan adanya penghematan penggunaan air di Perseroan dan kondisi industri rokok yang secara umum menggunakan air lebih sedikit dibandingkan industri manufaktur lainnya.

During the production process at PT Gelora Djaja, the water resources derived from groundwater (boreholes) and pipe water provided by Regional Drinking Water Company (PDAM) of Surabaya City. Prior to this method, the Company used to purchase water from PDAM and sent it with a water-tank trailer which was less effective and caused emissions. Currently, the water purchased from PDAM transferred through a piping system. The Company estimated decrease of water usage in 2020, down to 54,021 m<sup>3</sup>. The water saving approach and the condition of cigarettes industry that generally have less water consumption compared to other manufacturing industry are the factors that contributes to the decrease in the water collection and consumption.



**Penggunaan Air di Fasilitas  
Produksi PT Gelora Djaja**  
Water Consumption at Production  
Facility of PT Gelora Djaja

Parameter Parameter	Satuan Unit	2019	2018	2017
Air dari Tanah Groundwater	m <sup>3</sup>	48.000	56.864	56.336
Air dari PDAM Water from Regional Drinking Water Company (PDAM)	m <sup>3</sup>	6.990	7.416	8.830
Air Tangki (PDAM) Water from water- tank (PDAM)	m <sup>3</sup>	125	1.175	2.050
<b>Total Total</b>	<b>m<sup>3</sup></b>	<b>55.115</b>	<b>65.455</b>	<b>67.216</b>

## Pengelolaan Emisi Emission Management



**177 ton CO<sub>2</sub>**  
177 tons of CO<sub>2</sub>

Pengurangan emisi GRK  
per tahun

Reduction of Greenhouse  
Gases Emission per year



**0,24 ton CO<sub>2</sub>eq/ton**  
0.24 tons CO<sub>2</sub>eq/tons

Pengurangan intensitas  
emisi 2018-2019

The reduction of emission  
intensity during 2018-2019

Emisi merupakan salah satu luaran dari hasil proses produksi. Wismilak berusaha mengendalikan emisi gas rumah kaca (GRK) dan emisi udara lainnya. Program-program penurunan emisi terus dilakukan dan dilaporkan hasilnya kepada Kementerian Lingkungan Hidup dan Kehutanan (KLHK) setiap tahunnya. Emisi CO<sub>2</sub> dari bahan bakar solar truk tangki air pada tahun 2019 mengalami penurunan dari 2,44 ton CO<sub>2</sub> eq pada tahun 2017 menjadi 0,15 ton CO<sub>2</sub> eq di tahun 2019.

Selain kegiatan produksi, emisi GRK juga turut dihasilkan dari kegiatan pendukung dan operasional di lingkungan fasilitas produksi. Kegiatan pembakaran bahan bakar *boiler* yang menggunakan solar dan LNG, serta gas karbondioksida (CO<sub>2</sub>) dari penggunaan kendaraan bermotor turut menyumbangkan emisi GRK secara langsung. Selain itu, konsumsi listrik yang berasal dari PLN juga menjadi sumber emisi GRK secara tidak langsung.

### Intensitas Emisi GRK

Wismilak menghitung rasio intensitas emisi GRK dibandingkan volume produksi dalam satu tahun. Informasi terkait intensitas emisi menunjukkan jumlah emisi GRK yang dihasilkan tiap unit produk yang diproduksi Perseroan. Semakin kecil intensitas emisi menggambarkan aktivitas operasi yang efisien.

Emissions are one of the outputs from the production process. Wismilak seeks to control the greenhouse gases (GHG) emissions and other gas emissions. Every year, various emission reduction programs have been conducted and the outcome has been reported to the Ministry of Environment and Forestry (KLHK). The CO<sub>2</sub> emissions from diesel fueled water-tank trucks has decreased to 0.15 tons of CO<sub>2</sub> eq in 2019, compared to the emissions of 2.44 ton CO<sub>2</sub> eq in 2017.

Besides from production activity, the GHG are also being emitted during supporting and operational activities at the production facility. The boiler combustion using diesel and LNG, as well as carbon dioxide gas (CO<sub>2</sub>) from vehicles usage directly contributes to the GHG emission. In addition, the consumption of electricity from National Electricity Company (PLN) adds to the indirect contribution of the greenhouse gas emission.

### GHG Emissions Intensity

Wismilak calculated the GHG emission intensity compared to the production volume in a year. Emission intensity indicates the total of GHG emitted by each product unit produced by the Company. Smaller figure of emission intensity depicts efficient operational activity.

## Intensitas Emisi GRK GHG Emission Intensity

Perhitungan Intensitas Emisi Emission Intensity Calculation	Satuan Unit	2019	2018	2017
Luaran Emisi   Emission Output				
CO <sub>2</sub>	Ton CO <sub>2</sub> eq	1.450	1.525	1.703
CH <sub>4</sub>	Ton	0,008	0,011	0,012
N <sub>2</sub> O	Ton	0,007	0,009	0,010
Volume Produksi per tahun Production Volume per year	Ton	2.021	2.112	2.306
Intensitas Emisi   Emission Intensity				
CO <sub>2</sub>	Ton CO <sub>2</sub> eq /Ton	0,717	0,722	0,738

### Inisiatif Pengurangan Emisi GRK

Wismilak telah melaksanakan program inisiatif untuk mengurangi emisi GRK di lingkungan fasilitas produksi, antara lain:

- Pengurangan penggunaan lampu *tubular lamp* dan menggantikannya dengan lampu *light emitting diode*, serta menggunakan atap transparan (*alsinet*) untuk pencahayaan alami;
- Pengurangan emisi gas buang kendaraan melalui kegiatan bersepeda dan membudayakan jalan kaki di area operasional. Wismilak menyediakan puluhan sepeda yang dapat digunakan di dalam kawasan pabrik dan menyediakan tempat parkir sepeda yang layak di setiap pintu masuk unit fasilitas produksi dan kantor fasilitas produksi;
- Penggantian bahan bakar *boiler* dari solar menjadi LNG; dan
- Mempertahankan persentase area hijau yang proporsional agar kualitas udara berada dalam rentang baku mutu yang sehat.

Atas berbagai inisiatif pengurangan emisi GRK, Wismilak mencatat pengurangan emisi sebesar 177 ton CO<sub>2</sub> ekuivalen per tahun.

### Initiative for GHG Emissions

Wismilak has implemented initiative program to reduce the greenhouse gases emissions in production facilities, includes:

- Reducing the usage of tubular lamp and substitute it to light emitting diode, as well as installation of transparent roofing (*alsynite*) for natural lighting;
- Reducing vehicle exhaust emissions through cycling activities and creating a walking culture around the operational area. Wismilak provides dozens of bicycles available for use inside the factory area and provides adequate space for bicycle parking areas at each entrance of production facility unit and production facility office;
- Substitution of fuel for boiler from diesel to LNG; and
- Maintain proportional percentage of green area in order to ensure the quality of air lies within the range of healthy quality standards.

On account of various initiatives to reduce GHG emissions, Wismilak recorded the reduction of 177 ton CO<sub>2</sub> equivalent emissions per year.



## Pengurangan Emisi GRK

### Reduction of Greenhouse Gases Emission

Program Program	Pengurangan Emisi GRK per Tahun (Ton CO <sub>2</sub> eq) Reduction of Greenhouse Gases Emission per Year (Ton CO <sub>2</sub> eq)	Target Pengurangan Emisi GRK per Tahun (Ton CO <sub>2</sub> eq) Target of Greenhouse Gases Emission per Year (Ton CO <sub>2</sub> eq)
Mengganti lampu TL dengan lampu LED dan penggunaan atap transparan ( <i>alsynite</i> ) Substitute TL Lamps with LED and installation of transparent roofing ( <i>alsynite</i> )	112	134
Penggunaan transportasi sepeda dan jalan kaki untuk mengurangi emisi kendaraan bermotor di dalam lingkungan pabrik The usage of bicycle and walking to reduce vehicle emissions around the factory area	0,65	0,65
Penggantian bahan bakar <i>boiler</i> dari solar menjadi LNG Substitution of fuel for boiler from diesel to LNG	64	64
<b>Jumlah</b> Total	<b>177</b>	<b>199</b>

## Pelestarian Keanekaragaman Hayati

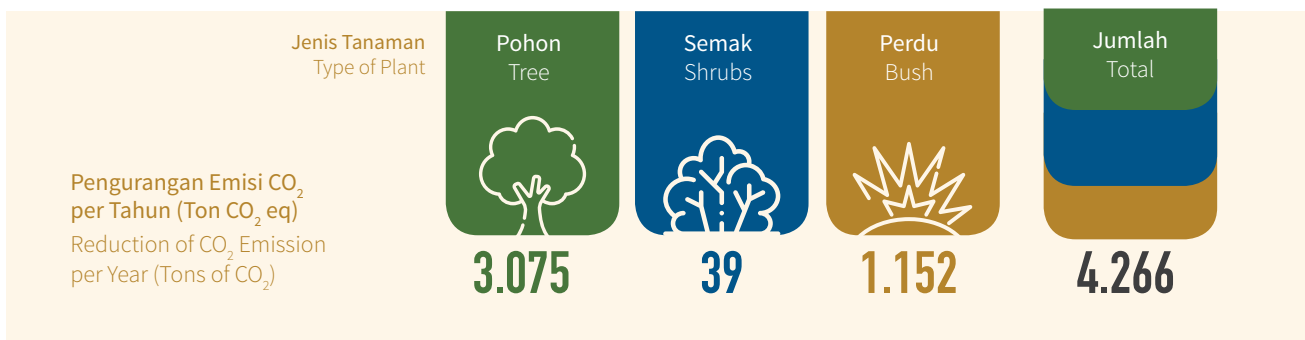
### Biodiversity Conservation

Fasilitas produksi Wismilak tidak ada yang terletak di atau berdekatan dengan area konservasi keanekaragaman hayati. Terlepas dari kondisi tersebut, Wismilak tetap berkomitmen mendukung pelestarian keanekaragaman hayati melalui pelestarian lingkungan. Perseroan memiliki *green house* yang berfungsi sebagai sarana pembibitan tanaman, tempat karantina tanaman, dan tempat pembudidayaan tanaman tertentu. Wismilak memiliki 4.141 pohon, 17.157 tanaman perdu, dan semak seluas 17.612 m<sup>2</sup> di kawasan pabrik.

Wismilak has no production facilities located or located near the biodiversity conservation area. Regardless of these conditions, Wismilak remains committed to support biodiversity conservation through environmental preservation. The Company owns greenhouse functions as plant nursery, plant quarantine, and plant cultivation. Wismilak grows a total of 4,141 plants, 17,157 of shrubs, and 17,612 m<sup>2</sup> of bush around the factory area.

### Pengurangan Emisi CO<sub>2</sub> dari Biota Tumbuhan Darat di Fasilitas Produksi Wismilak

#### The Reduction of CO<sub>2</sub> Emissions and Land Plants Biota at Wismilak's Production Facility



## Referensi POJK 51 dan Indeks Isi Standar GRI

### Financial Services Authority Regulation (POJK)

### Number 51 Reference and GRI Standards Content Index

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# Lembar Umpan Balik Feedback Form

Laporan Keberlanjutan tahun 2019 PT Wismilak Inti Makmur Tbk berisi gambaran kinerja keberlanjutan Perseroan. Kami mengharapkan masukan dari Bapak/Ibu/Saudara atas laporan ini dengan mengisi lembar umpan balik dan mengirimkan melalui *e-mail* yang tertera pada lembar ini.

The 2019 Sustainability Report of PT Wismilak Inti Makmur Tbk provides an overview of the Company's sustainability performance. We look forward to receiving any inputs from you on this Sustainability Report by e-mail by the end of this form.

## Mohon pilih jawaban yang paling sesuai

Please select an answer that best represent your opinions

- 1 Laporan ini mudah dimengerti.  
The report is comprehensible.

Setuju Agree  Tidak Setuju Disagree

- 2 Laporan ini sudah menggambarkan kinerja Perseroan dalam mendukung pembangunan berkelanjutan.  
The report describes the Company's performance in supporting sustainable development.

Setuju Agree  Tidak Setuju Disagree

- 3 Penilaian terhadap aspek material PT Wismilak Inti Makmur Tbk  
Appraisal on material aspects of PT Wismilak Inti Makmur Tbk

(Mohon berikan nilai 1= paling tidak penting hingga 3= paling penting)  
(Please give score 1 for the least important to 3 for the most important)

- Kinerja Ekonomi Economic Performance [ ]
- Praktik Pengadaan Procurement Practices [ ]
- Masyarakat Lokal Local Community [ ]
- Kesehatan & Keselamatan Kerja Occupational Health & Safety [ ]
- Pendidikan dan Pelatihan Education and Training [ ]
- Pemasaran dan Pelabelan Marketing and Labelling [ ]
- Kesehatan dan Keselamatan Konsumen Consumer Health and Safety [ ]
- Energi Energy [ ]

- 4 Mohon berikan saran/usul/komentar anda atas laporan ini:

Please provide other suggestions or information related to the report:

.....  
.....

## Profil Anda Your Profile

Nama (bila berkenan) Name (if you please) : .....

Institusi/Perusahaan Institution/Company : .....

Surel E-mail: .....

Golongan Pemangku Kepentingan Stakeholders Group:

- Pemegang Saham Shareholder  Investor Investor  
 Masyarakat Community  Pemasok Suppliers  
 Pelanggan Customer  Asosiasi Association  
 Karyawan Employee  Pemerintah Government

Terima kasih atas partisipasi Anda. Mohon dapat mengirimkan kembali lembar umpan balik ini melalui:

Thank you for your feedback. Please kindly send this feedback form to:

**Departemen Public Relations**  
Public Relations Department

Surel E-mail:  
information@wismilak.com









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